

Killer Apps: Why
You May Need an
Uninstaller—p. 26

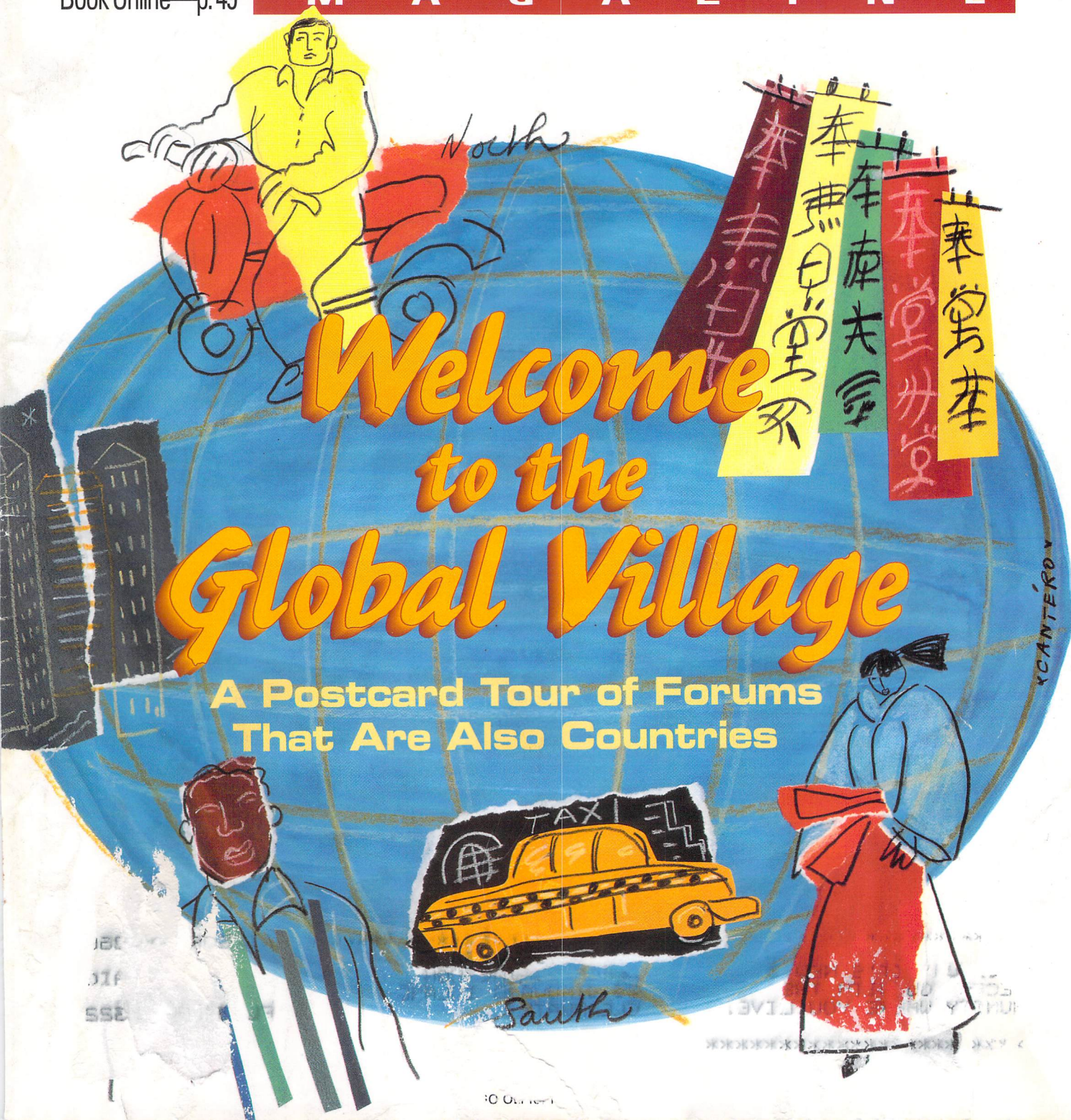
Project Managing
& Money—p. 37

Finding a Better
Book Online—p. 49

OCTOBER 1995

COMPU SERVE

M A G A Z I N E



It's 11:30 P.M.

Somebody is still working on the Balanced Budget Amendment.

"My homework is due first thing tomorrow," Andrew said looking up from a pile of books. He sounded panicky as he showed me an assignment sheet titled, "The Pro's and Con's of the Balanced Budget Amendment — Discuss."

"How far have you got?" I asked, already knowing the answer.

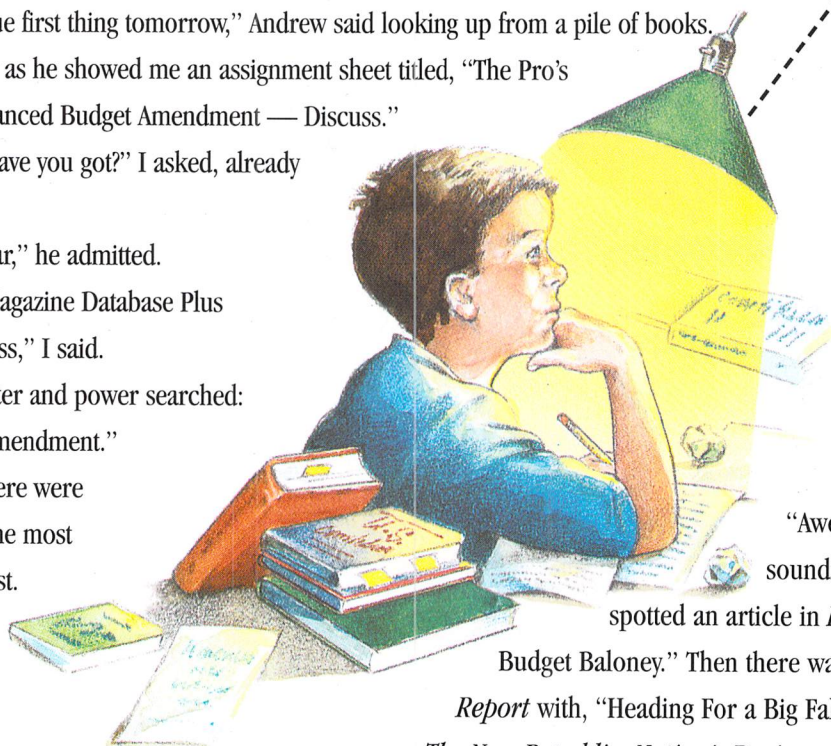
"Not very far," he admitted.

"Let's try Magazine Database Plus on Information Access," I said.

We sat at the computer and power searched:

"Balanced Budget Amendment."

And sure enough, there were 84 related articles, the most recent ones listed first.



"Awesome," Andrew said, sounding relieved. He'd

spotted an article in *Forbes* — "Balanced Budget Baloney." Then there was *U.S. News And World Report* with, "Heading For a Big Fall." *Time Magazine*, *The New Republic*, *Nation's Business*, *National Review* — each of them had something to say about the Balanced Budget Amendment. "This is great," Andrew said, "it's all right here."

As we downloaded six promising articles I noticed he was getting anxious again. "What is it now?" I asked.

"I have to come up with a conclusion," he replied glumly.

"Even Information Access can't do that for you."

"Please help, Dad," he said. I tried to smile.

**Coming soon.
Even more content for
your homework!**

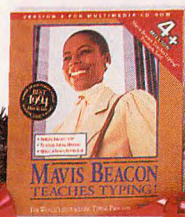
Information Access

Answers on line. All the time.

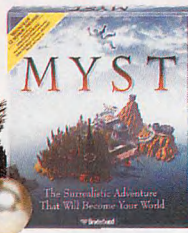
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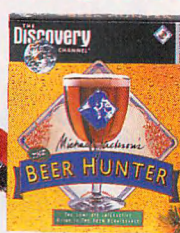
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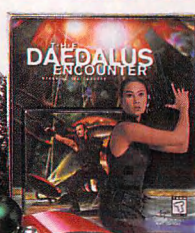
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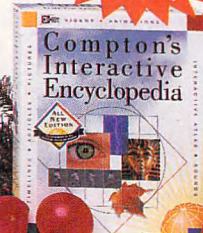
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CPU Button indicates the minimum processor required. If a title is available in PC and Macintosh formats, the top half of this button represents PC system requirements and the bottom half represents Macintosh system requirements. Note: Ser.=Series, Class.=Classic, Pent.=Pentium. For Mac-LC series includes LC 475, Performa 475, Quadra, Centris, Powerbook 180C, IIfx or better.

RAM Button indicates the minimum amount of RAM required.

PERIPHERALS Button indicates required peripherals: M=mouse, J=joystick, K=keyboard, P=printer.

For all titles, the minimum system requirements recommended (unless otherwise indicated) are: Hardware: SVGA monitor (256 colors), sound card, 40MB hard drive, double speed CD-ROM drive. Operating System: DOS 5.0, Windows 3.1, Macintosh System 7.0.

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MAC LCIII 4mb M

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MAC MACII 4mb M

Leonardo
Historical 5020003
WIN 386 4mb M
MAC LCIII 4mb M

Cool Crafts
Children's Ed. 5025309
WIN 386/25 4mb M
MAC LCIII 4mb M

Mac Pak: Beginning System 7 & 7.5, Intro to Claris Works, and Audio Guide to Quicken
Computer Tutor. 5032404
WIN 386 4mb M
MAC LC 4mb M

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Home/Personal 5043104
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Historical 5029301
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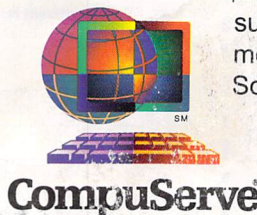
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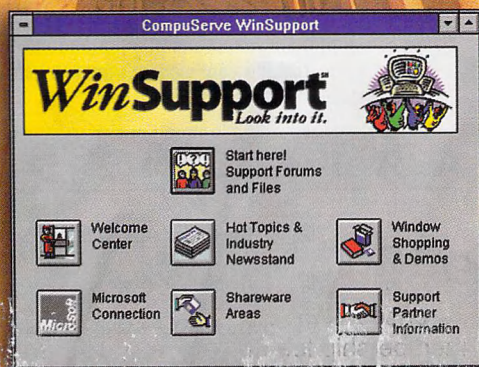
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16 Greetings From the Global Village

As the world shrinks, CompuServe expands to accommodate the global interests of its membership. The Information Service now offers more than a dozen country-specific forums, many of which cater to languages other than English. Consider this feature a travelogue to the countries and regions represented individually online. Plus: CompuServe's international newsstand; how online translation services help many communicate.

Computing Services

26 Taking Out Windows Trash

Users of Windows applications say one shortcoming is that, when the programs are installed, they often scatter hard-to-find (and -erase) files all over the hard drive. Here's a look at how to get rid of unneeded DLLs, INI files, and other memory eaters that can cause system problems. Includes: A list of shareware and other files that can help you uninstall software.

31 Navigators: Catching More in Less Time: "Offline-reader" programs, also known as navigators, can help you pull files and information from favorite forums more efficiently.

Personal Enterprise

37 The Big Blueprint

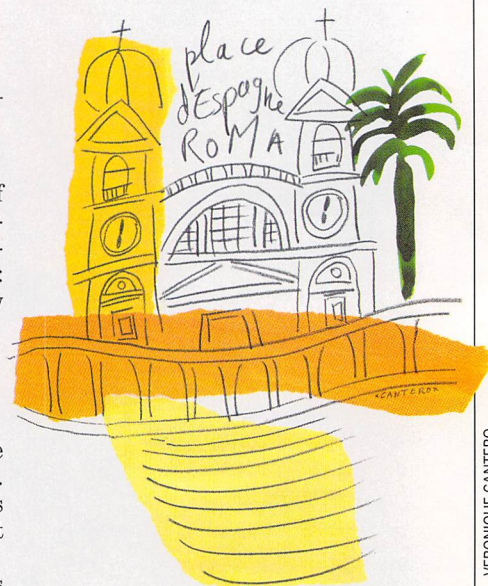
The best managers in business have perfected the art of juggling deadlines and the bottom line. If the concepts of sourcing, costing, and scheduling make your head spin (or simply cause you stress at work), you'll want to visit the new Project and Cost Management Forum and pick up some tips from the pros. With: MBA-like online discussions; and more.

Random Access

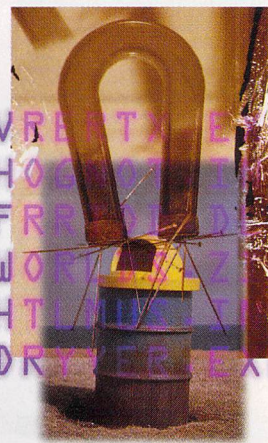
43 Planeloads of Info

If you love aircraft, you'll want to book a connection to two new online hangars for professional and amateur pilots and air enthusiasts alike. Expert discussion, data-rich libraries, GIFs galore, and more are waiting for your arrival.

49 Reaching for Good Reads: CompuServe offers book lovers a variety of resources, from reviews and in-print databases to downloadable versions of the classics.



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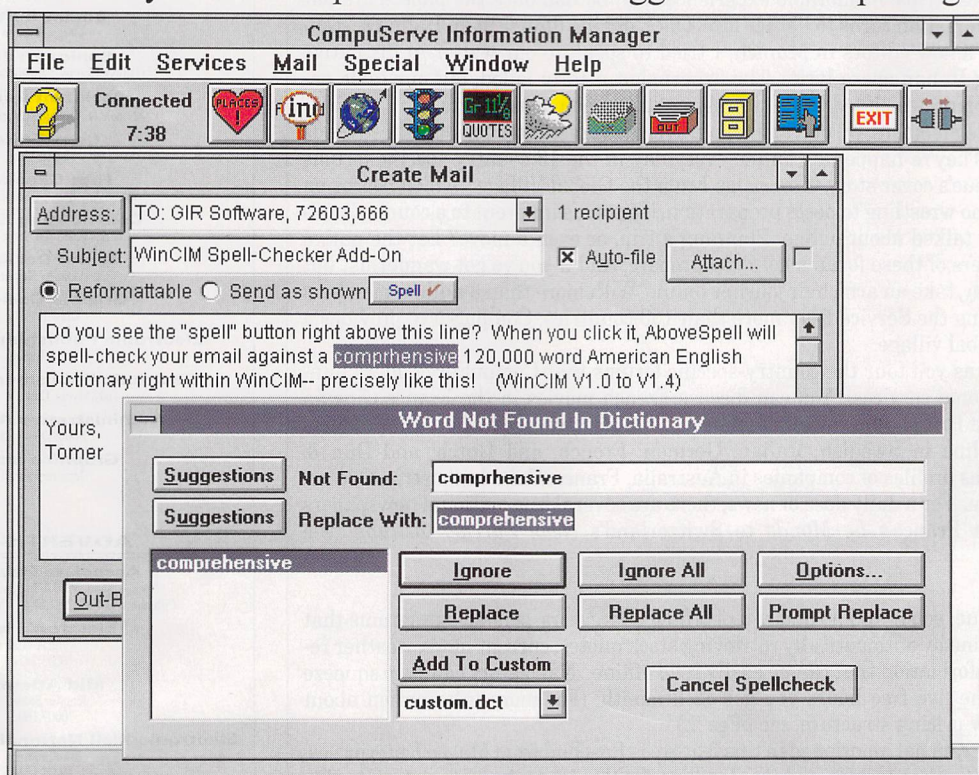
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- German
- UK English

Dear Reader

When I travel abroad, I try to interact with people who live in the country I'm visiting. I enjoy learning about their lives, getting a sense for their daily routines and the issues that concern them. I'll never forget an impromptu lesson in politics I once received in Paris—and at a cemetery, no less. During a vacation visit to Père-Lachaise, the final resting place for Chopin, Oscar Wilde, and Jim Morrison, among other famous figures, I asked a guard where I could find a map of the grounds. He provided me not only a map at no charge but also a healthy dose of his conservative views. An hour later, I'd learned more about French politics than I'd ever known before.

Even on business trips, memorable experiences can be had once the papers are put away and the conversation turns to lighter fare. Once, during dinner in an Italian restaurant with several fellow editors in Munich, I tried to speak to our waiter in his native tongue by reciting Italian opera lyrics. The experiment utterly failed, but our table enjoyed a funny moment, which led to an interesting discussion about opera.

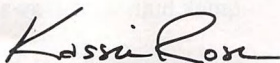
As CompuServe members, we don't have to travel great distances to enjoy these kinds of conversations. They're happening online every day in the 13 country-specific forums we visit in this issue's cover story, "Greetings From the Global Village," which begins on page 16. From sumo wrestling to pesto preparation, if a topic's inherent to a country's culture, it's probably talked about online. Planning a trip, or even a move? Let the native sysops and members of these forums help you prepare. And if you've got wanderlust but can't quite get away, take an armchair journey online. With more than 3 million members worldwide accessing the Service from more than 150 countries, CompuServe provides a unique virtual global village.

Keep in mind as you tour the country-specific forums that CompuServe offers hundreds of international services. You can discuss French movies in the France Cinema Forum or check out British film reviews in the UK Film Reviews area. Microsoft products are supported online in Swedish, Italian, German, French, and Dutch, and Dun & Bradstreet provides profiles of companies in Australia, France, Canada, Austria, Greece, Portugal, and more. For a daily dose of news, there are several international newspapers represented, from France's *Le Monde* to Switzerland's *Neue Zürcher Zeitung* (see page 22).

Also in this issue, you'll find a rundown of offline navigators, software programs that help trim time online by automatically retrieving stock quotes, current news, weather reports, and other information that can be easily read offline. Navigators can help squeeze the most out of the five free hours you get each month. (For more information about CompuServe's new pricing structure, see page 2.)

One offline program not mentioned in this feature is Rosebud from Magee Enterprises. Set for release September 1, it missed the deadline for this issue. In fact, as I write this letter, Marshall and Sharon Magee are demonstrating the product in a conference room down the hall. According to the Magees, Rosebud not only retrieves information of interest but alerts users of specific events—such as the price of a stock dropping by five points or an announcement from a specific company—via pager or e-mail.

Information about Rosebud is available by typing GO ROSEBUD, where you can order or download the product and access the "Magee/Rosebud" forum section in the PC Vendor A Forum (Marshall Magee logs on regularly to chat with members). If you think an offline navigator would save you time, be sure to take a look at Rosebud, along with the nine packages Michael Naver describes in "Navigators: Catching More in Less Time," beginning on page 31.



Kassie Rose
Editor

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Publisher

Calvin F. Hamrick III

Editor

Kassie Rose

Art Director

Barry Kaye

Manager of Magazine Operations

Linda Cummings-Morgan

Senior Editor

Gregor Gilliom

Senior Writers

Cathryn Conroy, Christopher J. Galvin

Assistant Editors

Michele D. Kinnamon, Tracy Mygrant

Copy Editor

Nadine Hwa

Fact Checkers

Karen Aneshansley, Stephen Crume

Contributing Editors

Charles E. Bowen, John Edwards

Senior Designer

Dorothy Hogan

Graphic Designer

Drew Holland

Electronic Publishing Supervisor

Susan Toombs

Electronic Publishing Assistants

Jody Myers, Dawn Williams

Administrative Assistant

Bobbi Dominick

Graphics Intern

Jennifer Harrell

ADVERTISING

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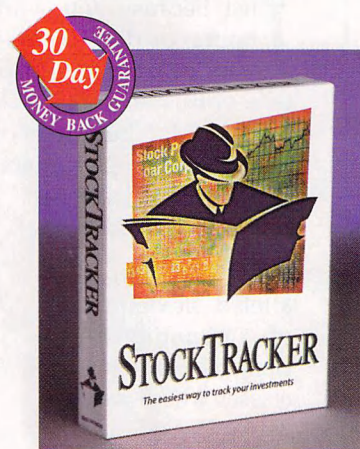
MICROSOFT CORP
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	9/94	3/94	12/93	9/93	6/93
Net Sales	1247.00	1244.00	1129.00	993.00	1039.00
Cost of Goods Sold	186.00	208.00	185.00	159.00	180.00
Selling & Admin Expenses	446.00	520.00	379.00	347.00	348.00
R & D Expenses	178.00	156.00	150.00	134.00	138.00
Depreciation, Amortization	N/A	N/A	N/A	N/A	N/A
Total Interest	2.00	N/A	N/A	N/A	N/A
Non-op Income/Expense	-34.00	-22.00	-23.00	-19.00	-17.00
Pretax Income	471.00	382.00	438.00	342.00	390.00
Total Taxes	155.00	126.00	149.00	123.00	125.00
Minority Interest	N/A	N/A	N/A	N/A	N/A
Invest Gain/Loss	N/A	N/A	N/A	N/A	N/A
Other Income	N/A	N/A	N/A	N/A	N/A
Net Income Before Extra	316.00	256.00	289.00	219.00	265.00
Extraordinary Items	N/A	N/A	N/A	N/A	N/A

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Letters

Entertainment

On the cover of the August *CompuServe Magazine*, I noticed something a bit out of place. At the Lion King's left paw and to the right of four *Star Trek* alumni is a *Star Fleet* emblem—upside down! Everything else seems to be right side up, more or less, so this stood out. I hope you're not deluged with tons of mail from offended Trekkies. If you are, I offer a response: "In space, 'up' is relative."

Jerry Torres
O'Fallon, Illinois
74461,170

Internet Access

The June *CompuServe Magazine* was the best yet. All of the articles on the Internet ("The Internet Made Easy," p. 12) were well researched and written. I am an advanced computer user but am still learning my way around the Internet. I highly commend the authors for a job well done. I think this issue will stay near many computers for a long time.

William V. Harper
Columbus, Ohio
75472,1336

In "Net Downloads: Helpful Files From the Internet Forums" (p. 20), NCSA Mosaic for Windows is listed along with other files, but it doesn't mention that you need Winsock and W32SOLE.EXE installed before you can run this program.

Michael Beaupain
Iowa Falls, Iowa
76175,346

Magazines Online?

In the July issue of *CompuServe Magazine*, editor Kassie Rose asked readers their opinions about online versions of magazines and if they'd welcome the same evolution for this publication. Here are some replies:

I believe the availability of good-quality magazines via this route is a welcome addition to the many excellent services offered by *CompuServe*. I would like to see more magazines online, including yours. Online magazines don't necessarily have to be exact copies of their paper editions—as you say, the print and electronic editions should complement each other.

Bill Evans
Rochester, England
100522,2001

While online magazines are certainly an economical way to publish, they can never replace the print version. However, it would be useful if I could scan and look for articles of interest, then download those pages for offline reading since I don't enjoy reading lengthy items onscreen. This would allow me to search back issues and not have to keep the printed copy.

Heinz Berry
Cote St. Luc, Quebec
72120,3644

Online magazines are great, but not as a replacement for print magazines. For instance, *CompuServe Magazine* helps me learn what is available on the Service and how to access it. For me, learning this is easier via a print magazine than via an online magazine, as I am more comfortable with a magazine than with a computer.

Cheri O'Neill
Trappe, Pennsylvania
76741,1326

Send your letter to the editor via *CompuServe Mail* addressed to CIS:EDIT. Please include your name, address, and User ID number. *CompuServe Magazine* reserves the right to edit and publish any letter it receives unless it is marked Not for Publication. Members whose letters are published will receive a \$25 connect-time credit.

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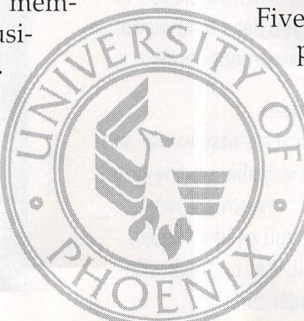
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Send a message to CompuServe executives via CompuServe Mail addressed to CIS:MGMT.

To contact CompuServe Customer Service, GO FEEDBACK. Customer Service representatives also answer general questions in the Help Forum (GO HELPFORUM) and product-specific questions in the DOSCIM (GO DCIMSUP), MacCIM (GO MCIMSUP), WinCIM General and WinCIM Technical (GO WCIMGENERAL, GO WCIMTECH), CIM for OS/2 (GO OCIMSUP), CSNav-Win (GO CSNAV), MacNav (GO NAVSUP), and CompuServeCD (GO CCDSUP) support forums. These forums are part of basic services. Call Customer Service in the United States and Canada at 800-848-8990; in France, 36 63 81 31; in Germany, 0130 86 46 43; or in the United Kingdom, 0800 289 458. GO COMPU for other countries' Customer Service.

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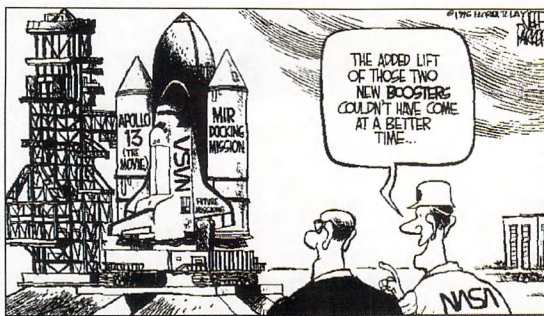
Making a Mockery: How Political Cartoons Sling Their Stings

Politics is a serious business, but that doesn't mean it can't be funny, too. The members who meet in Section 5, "Political Cartoons," of the Funnies Forum (GO FUNFOR) feel that the best political cartoons generate a serious thought along with a chuckle.

Forum administrator Doug Pratt points out that a good political cartoon must accomplish several tasks at once. "It has to center our attention on a specific topic or happening, make us laugh at or about it, and make us think about it," he says. "It's not easy."

Member Ted Penbert believes that good artwork helps drive a cartoon's message home. "A well-drawn cartoon is great to look at and study," he says. "Look for the details, little things you may not have noticed at first. Often, political cartoonists will insert little jokes inside their cartoons that you'll catch only if you look closely."

Pratt says his favorite cartoons are those that don't need a cap-



tion. "When the [problem-plagued] Skylab One mission was under way, someone did one of an enormous screwdriver lifting off a launchpad. That's still in a scrapbook of mine somewhere," he says.

But member Don Markstein says the only way a political cartoon can be judged is by the effect it generates. "I think one of the keys is discomfort," he says. "If it isn't making somebody, somewhere, uncomfortable, then it's not doing its job."

To view the work of editorial cartoonists Jeff Parker, Chip Bok, Chuck Asay, and Robert Gorrell, check out the forum's Library 5, "Political Cartoons." There are over 100 political cartoons in the library, as well as dailies of *Speed Bump*, *Thatch*, *One Big Happy*, and many more strips. Famed editorial cartoonist Mike Peters (who also draws *Mother Goose & Grimm*) also recently joined the forum.

Not a Stand-up Guy

When a Sylvester Stallone movie opens at the local multiplex, you can plan on seeing plenty of explosions, hot pursuits, and death-defying stunts—just don't expect loads of laughs.

When the actor best known for his action roles met his fans in a recent CompuServe Convention Center (GO CCC) Q&A session, he informed them that his days as a comic actor are over. "I know sometimes people say, 'Don't you get bored, Sylvester, doing just action films?' I say 'no' if that action film provides two elements: escapism and, at the very end of the movie, a subtle message."

Unlike *Rocky*, Stallone's comedy films, such as *Rhinstone* and *Oscar*, were something less than box-office knockouts. Of *Stop! Or My Mom Will Shoot*, another Stallone comedy, critic Roger Ebert (GO EBERT) wrote, "It is moronic beyond comprehension." Ebert also observed, however, that "Stallone is a capable comic actor."

Just to make sure his point wasn't missed by the assembled online mass, one said, "I wouldn't do another comedy even if I was threatened at gun numbers."



LOU GRAZIANI

WORLD UPDATE

Canadian Business Forum Opens

The Canadian Business Forum (GO CANBUS) provides Canadian members the opportunity to build business contacts and network with other members in Canada and around the world. The online counterpart of *Canadian Business*, Canada's best-selling business magazine, is the first Canadian business publication to be made available on CompuServe. Members can explore the issues, personalities, and policies that shape the Canadian financial environment and exchange messages with the magazine's editorial staff. Message sections are devoted to such topics as global business, government, technology, and management. The forum also contains articles, photos, charts, and graphics from current and past issues of *Canadian Business*.



369-48-80; the Guadalajara number is 52-3-122-18-18. CompuServe Mexico charges a standard monthly fee of N\$62 (\$9.95 USD) plus communications surcharges of N\$6 per hour (\$1 USD) during non-prime time (7 P.M. to 8 A.M.), and N\$12 per hour (\$2 USD) during prime time (8 A.M. to 7 P.M.). For log-on information, GO LOGON.



Members in Mexico now have direct 14,400-bps access to CompuServe in Monterrey, Nuevo León, and Guadalajara, Jalisco. Within Mexico the access number via CompuServe Mexico in Monterrey is 918/369-48-80; for Guadalajara, dial 913/122-18-18. Outside Mexico, the Monterrey number is 52-8-369-48-80; the Guadalajara number is 52-3-122-18-18. CompuServe Mexico charges a standard monthly fee of N\$62 (\$9.95 USD) plus communications surcharges of N\$6 per hour (\$1 USD) during non-prime time (7 P.M. to 8 A.M.), and N\$12 per hour (\$2 USD) during prime time (8 A.M. to 7 P.M.). For log-on information, GO LOGON.

CompuServe Israel has reduced its hourly communications surcharges for all times to \$15 per hour for all access speeds, including the newly available 14,400 bps. Members access CompuServe via the IsraKav network at 972-3-633-3332. For more information, contact CompuServe Israel at (03)-638-8230.

For log-on instructions, GO LOGON.

Mechanics Wrench a Solution

Don't call them grease monkeys—professional automotive technicians these days undergo extensive training and frequent certification. And increasingly, they're using online services to share their skills and ideas. "The Auto Forum [GO CARS] has allowed me to broaden my horizons tremendously by networking with so many top-notch professionals," says Scott Brown, owner of a repair shop in Claremont, California. "If you have a problem that's really strange you can usually bounce it off the other techs here and get very close to a solution."

Brown is active in the forum's "Technical Trends" message and library sections, and has a special interest in the automotive oscilloscope, a high-tech diagnostic device. The oscilloscope produces graphical wavelength reports that illustrate a car's electrical problems, which are often uploaded to the library or transferred to

other members using CompuServe Mail. "If you have a strange signal captured with your 'scope, you can send it for analysis," says Brown.

Member Dave Dibble scans related threads that compare the two leading oscilloscope manufacturers. "The competition is hot and heavy in 'scopes right now," he says. "Improvements happen almost overnight. But forum members have the latest information on the direction these products are headed."

It's not all nuts and bolts in "Tech Trends," however; threads also touch on management issues such as customer and employee relations and industry news. Says Jorge Menchu, a technician who helped found the section, "If you want your car fixed right, you need highly trained professionals who can do the job. CompuServe is becoming an important tool to accomplish that."



Delicious Disunion

We've heard of wedding cakes, heart-shaped waffles, Sex on the Beach cocktails, and the marriage of red wine and cheese. So if your major food groups are out there having relationships, sooner or later they're going to break up. A recipe for Divorced Eggs in the "Salads & Easy Meals" library of the Vegetarian Forum (GO VEGETARIAN) is no doubt just another sign of the times. The recipe separates the whites and yolks from two eggs; it whisks the whites into a blend of zucchini, green pepper, rice, and mint; then it folds the yolks into a mixture of fried red onions, red peppers, tomatoes, tarragon, and milk. The cook is instructed to serve the two mixtures on "opposite sides of a plate, separated by an attorney, or boiled new potatoes, or green salad." In this case, nothin' says splittin' like somethin' from the kitchen.

JENNIFER HARRELL

Hit the Road With Laptop Apps

Before you and your laptop leave on that next business trip or vacation, review and recite the CIS Traveler's Commandments. Thou shalt:

- ▶ Leave thy printer home (and send thyself a fax instead);
- ▶ Determine thy local CompuServe access number (to find it, GO PHONES);
- ▶ Load thy laptop with a set of good utilities.

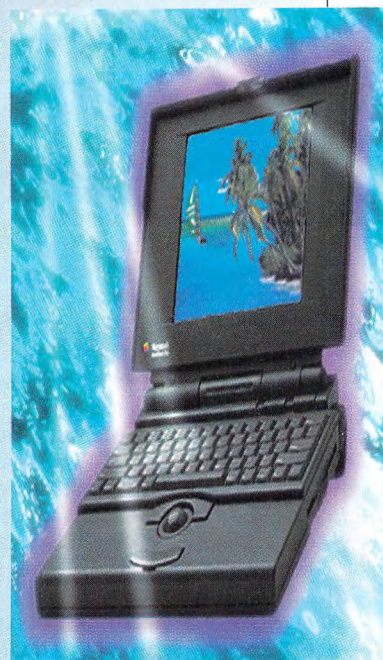
ZD Net's forums (GO ZDSOFT) have many utilities that will help you get the most out of your portable computer while you're on the road.

Tapping the Internet when you don't have access to a network can be a chore. **SlipKnot** (SLPKNT.ZIP) for Windows allows any Internet user to access the World Wide Web without a SLIP or PPP connection. SlipKnot is available in Library 11, "Internet," of the ZD Net Applications Forum (GO ZDAPP).

When your battery power runs low, **UZPower** issues a warning. This utility displays an icon on your Windows screen for high, low, or critical battery charge. UZPWR.ZIP can be found in Library 4, "Hardware Utilities," of the ZD Net Utilities Forum (GO ZDUTIL).

Smart Video Manager (ZSVM.ZIP) lets you switch video modes from within Windows or DOS. This is especially good if you are making presentations or running demonstrations on a large monitor from your notebook PC. Smart Video Manager is available in Library 8, "ZDI Exclusives," of the ZD Net Utilities Forum.

Track your cursor with ease with **Big Cursor**, a Windows utility that will double the size of your mouse cursor. This is especially helpful when you have a limited viewing area or poor lighting. BCURS.ZIP is in Library 11, "System Utils-Win," of the ZD Net Utilities Forum.



FaxMail for Windows is an award-winning send-and-receive fax package that works as a stand-alone application or as a print option from within any Windows application. It requires a fax/modem. FXMAIL.ZIP can be found in Library 10, "General Comm," of the ZD Net Applications Forum.

A program from *Computer Shopper* magazine, **WinUpD8R** helps make sure that your notebook and desktop computers are in sync. It will create and copy the file, directory, and sub-directory structure from one computer to another. WINUPD.ZIP is in Library 11, "Shareware Shop," of the Computer Shopper Forum (GO COMP-SHOPPER).

ZD Net carries an additional membership fee. GO ZDMEM for details.

Monitor

Contributors: John Edwards, Gregor Gilliom, Michele D. Kinnamon, Paula Lovejoy

Behind the Screens

with John Edwards



No Idols, Just Icons

I read the other day that the cyberworld is to today's kids what rock 'n' roll was to kids of the '60s and '70s. This is astounding news, because it means that I am actually more hip today than I was in 1970, when I was 16.

Here's proof: Back in my days at New York City's Grover Cleveland High School, my friend Steve Bailey asked me to name my favorite band. I replied, "Herb Alpert & the Tijuana Brass." He said,

"Crazy," which at the time I took as a compliment, although today I'm not so sure. (Well, I am sure, but I sometimes have difficulty admitting the truth to myself.)

If the cyberworld is today's rock 'n' roll, it makes me wonder who today's cyber-stars are. After all, back in the '60s and '70s, all the teen idols were running around having a grand old time doing things that my editor would fire me for even hinting about in this column. Yet there must be a cyberspace equivalent to yesteryear's rock idols. I mean, kids are kids and idols are... well, idols.

I want to know who today's cyber-stars are. Outside of a few hackers and the inescapable Bill Gates, I have yet to see any cyber-personalities on the cover of *Time* or *Rolling Stone*. Admittedly, Peter Gabriel, Devo, and the guy who used to be known as Prince have worked on CD-ROMs, but these are rock stars who have simply shifted their talents to a

new medium. Where are the cyber-stars and, more importantly, what are their Comdex suite numbers?

After some reflection, I've come to the conclusion that there are no cyber-stars and, hence, no cyber-debauchery to fill the pages of the *National Enquirer*. (One of the few newspapers, incidentally, that has resisted the temptation to launch an online edition. This is most likely because its typical reader has difficulty saying the alphabet past the letter C, thereby severely limiting the number of possible password combinations.) Anyway, the best I can figure is that it is the technology itself that is the star, which, as Steve Bailey would surely say, is "crazy." After all, back in the rock 'n' roll days we idolized the person behind the guitar, not the guitar. Mercy.

On the other hand, perhaps we're all cyber-stars, since we're the people who inhabit cyberspace and make it the cool

and groovy place it is. We're the personalities in the forums, newsgroups, and conferences. We're the artists who upload our graphics, stories, music, and poems for mass consumption. And, with flaming torches held aloft, we're the uncouth slobs who insult our friends and fans. Best of all, we can be stars and other people don't even have to know who we are.

If he were alive today, I'm sure Andy Warhol would have something to say about all of this. Marshall McLuhan, too. To heck with 15 minutes of fame—in the global cyber-village our celebrity will never dim as long as the online link remains strong and steady.

Yes, we're all cyber-stars! Even me! And to celebrate, I'm going to upload a Tijuana Brass MIDI file.

For more BTS gems by John Edwards, GO OLT-130. Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

For Kids (and a Few Adults), It's a POG-Eat-POG World



It started with a simple game played by some kids in Hawaii, but the POGs craze has spread rapidly and claims fanatics of all ages worldwide, including the members who meet in Section 13, "Milkcaps/POGs," of the Trading Card Forum (GO CARDS).

The POGs game is played with disks that resemble old-fashioned milk-bottle caps. The fad was launched in 1991 by Blossom Galbisio, a Hawaiian teacher who based it on a game she played as a child. The colorful cardboard caps, which typically feature pictures of cartoon characters, media stars, or advertising logos, sell for about 25 cents each. Larger plastic or metal disks, called slammers, start at about \$2.50. Players stack the caps—each about the size of a poker chip—and then throw a slammer at the pile, hoping to flip (and win) as many caps as they can.

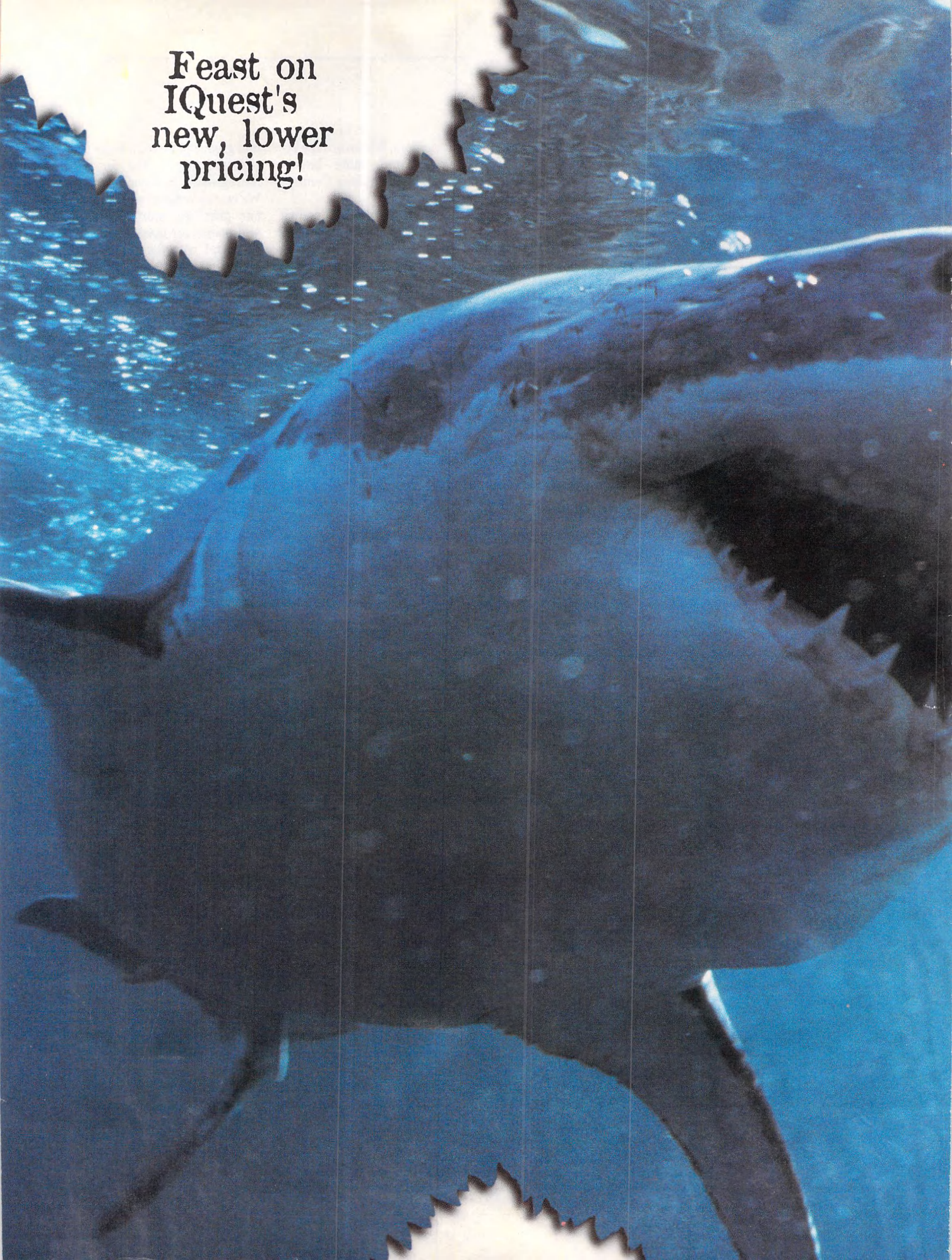
Member Richard Clark says kids started buying and collecting POGs

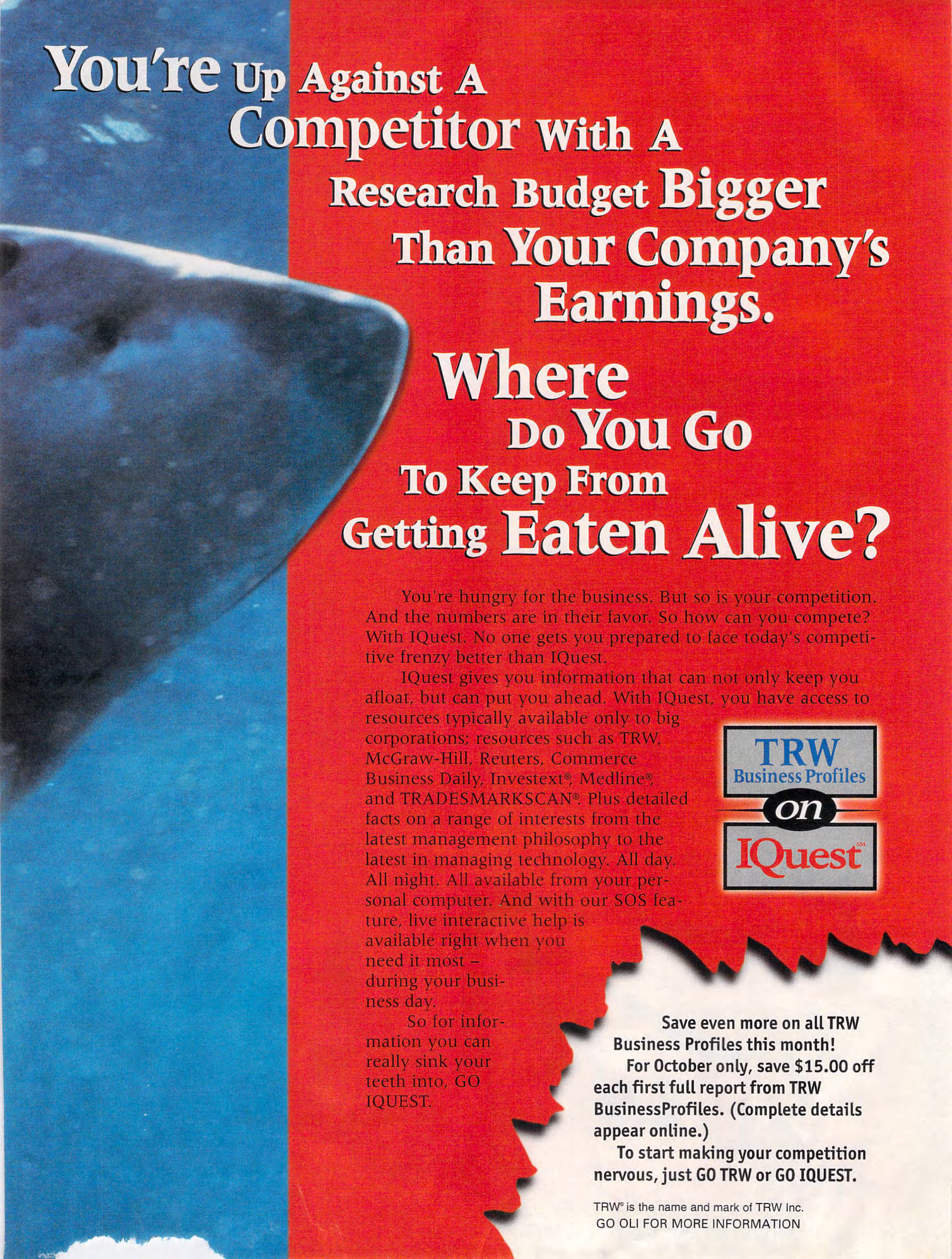
after adult collectors drove up the prices of traditional trading cards. "A lot of kids are being forced out of the card market because the card companies are targeting adults and kids don't have the money to spend that their parents do." But he adds that many adults have also started collecting POGs, leading to the creation of high-priced limited-edition sets. Some POGs printed only two or three years ago, particularly ones featuring photos of leading sports stars, already fetch prices as high as \$30.

But adult competition hasn't dampened the enthusiasm of young forum member Lauren Guida. "I am a seven-year-old POGs player. I am also a panda lover," she stated in a recent message. "If anyone has POGs with pandas on them, I will buy them."

For a look at some genuine POGs, view the GIF images in the forum's Library 13, "Milkcaps/POGs."

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Greetings From the Global Village

Pack your bags and join our editors on a round-the-world tour of CompuServe's country-specific forums.

Who would have thought that such a strong sense of online community could exist in Hong Kong, one of the world's largest cities? Or that, despite language challenges offline, Belgium Forum members have found a happy compromise? Such are just a couple of the surprises we discovered after sending our team of intrepid reporters out in all directions to cover the culture and content of CompuServe's various international services.

Interested in finding out the cost of not just visiting but *moving* to France? You'll find an answer in the European Forum. Wondering about the Latin American perspective on the much-ballyhooed NAFTA trade agreement? Ask the people who live with it in the Mexico Forum. And if you're looking for an opinionated bunch, look no further than the Spanish Forum, where the conversation is as heated as the sands of the Costa del Sol.

So dig out your cyber-passport and prepare to meet the people and sample the fare of four online continents. It's a great way to keep in touch with a distant homeland, investigate a business destination, or plan a vacation. And getting there is guaranteed to take less than 80 days.



BELGIUM FORUM

When Roelf Sluman and Gerrit Jan Schouten decided to establish the Belgium Forum, they faced a problem familiar to its members: how to bring together the country's three national languages harmoniously in one online area. The small nation has a long history of antagonism between Dutch and French, and there is a small German-speaking community as well.

After careful consideration they created one message section where any language may be used ("Enter!"), dedicated several to dual use of French and Dutch, and left a few others for exclusive use of either French, Dutch, or English. "This setup ensures that all forum members can use the sections according to the languages they can or want to speak, and that no forum member risks receiving replies he or she does not understand," says Schouten. In fact, he says, French and Dutch seem to coexist more peacefully in the country's cyberspace representation than in the boundaries of the land itself.

Other message sections are devoted to interests from "Sportix" and "Politix" to "Scientifix" and "Emigrantix" (the "ix" suffix used is

a compromise between languages with a wink to Belgium's Gaulish past). Members from all parts of Belgium pull up chairs in the Café Klatch, a weekly, Thursday-night virtual pub created in a forum conference room. "The regulars come together for a virtual beer—Belgian, of course—and talk about things pub visitors talk about," says Kris Dehaes, a 26-year-old from Brussels. "Most of the time it's not too serious."

Ever wonder where the name of Belgium's second-largest city, Antwerp, comes from? A lengthy discussion took place recently in the "English Corner" section, where John Osborne posed the question. Most members attributed the name to a myth in which a soldier, Brabo, ended the rule of a giant that threatened travelers who crossed the bordering River Scheldt. Brabo cut off the giant's hands and threw them into the river; roughly translated, *ant* means "hand" and *werpen* means "to throw." A photo of a statue of Brabo in front of Antwerp's Grote Markt is downloadable from the "Travel" library.

"The forum has turned into a bustling meeting place," says Schouten. "People are happy that Belgium is finally on the virtual map." —Tracy Mygrant



CANADA FORUM

For years, a major political issue in Canada has been whether or not the province of Quebec should be granted independence. That subject, and many others, was given special attention recently when CompuServe's Canadian members earned a degree of independence, cyber-style.

A colorful logo welcomes Canadians and visitors crossing the virtual border to a new enhanced-menu Canada area. Here more than 40 Canada-related services have been reorganized to make them easy to locate and use. Included is the Canada Forum (GO CDNFORUM), a place where members exchange views on everything from the latest elections to the best way to discourage bear attacks in British Columbia. And, of course, there's *Souveraineté Québécoise*—at one point recently, the "Quebec" message section included more than 200 posts devoted to the enduring political topic.

"We wanted a place for Canadian members of CompuServe to call their own—a place that would allow Canadians the feeling that they mattered on the system and that they could go there to get their issues dis-

cussed," says Scott Pattullo, creator and manager of the forum that opened this year. "We also wanted a place for others to come to talk to Canadians and ask questions."

By clicking on the enhanced menu's Forums button and selecting Canada Forum, members can access 12 territory-specific message sections, as well as the much-visited "National Issues," "Multimedia and the Arts" (frequented by the president of the BC Actors Union, Peter Partridge), the all-French "Zone Francophone," and other sections relating to sports, business, and recreation.

Recurring "National Issues" threads revolve around immigration, education, and welfare issues. At press time, one of the hottest topics was the unsequestered jury serving on the Bernardo double-murder trial in Toronto. Because the jury is not sequestered and media coverage of the event has been limited, what CompuServers can and can't discuss online has become a fascinating issue in itself.

Travel discussion is also prominent, and members have used the forum to learn where to visit a hot spring in a cave (Ainsworth in the Kootenays is the place, say members) and how to get last-minute tickets to Toronto's *Phantom of the Opera*. —Jessica Khouzam



DEUTSCHLAND ONLINE FORUM

Whether you are looking to brush up on your German, need to locate a hard-to find accessory for your Porsche, or are planning a trip to Munich or Berlin, the Deutschland Online Forum can help satisfy your needs with the aid of on-location experts.

First-time forum visitors should head to the "Cafe Online" message section, where sysops and members are willing to help newbies find the information they're looking for. With many forum members fluent in both German and English, it's easy for anyone to ask a question or join a discussion thread in such sections as "Job & Business," "Religion & Ethik," and "Film, TV & Presse." But as the native-language forum name suggests, the majority of threads are conducted in German.

The Deutschland Online Forum covers a range of topics, including German sports, photography, music, culture, and politics. There's even an "Information Highway" section for members interested in exploring

Beer festival



CANTERO

Germany's "Infobahn" (where no speed limit applies, of course).

The libraries are full of useful downloads. The "Urlaub + Reisen" library, for example, helps CompuServe members worldwide find hotels, restaurants, and sights across the country. German members, on the other hand, can read travel reports on countries and cities in other parts of the world. Additionally, members planning a trip to Munich can take advantage of the "Munchen Online" section and library for the latest on places and events in the Bavarian city known for its castles, museums, and, of course, the raucous annual Oktoberfest.

About the only thing the Deutschland Online Forum can't do is put a fresh head on your beer and a hot bratwurst on your plate. But with virtual reality and German inventiveness, who knows? It could happen someday *schnell*. —John Edwards

EUROPEAN FORUM

To many people, nothing sounds more romantic than pulling up stakes and moving to Europe, where a hike in the Alps or Parisian cuisine is a mere train ride away. But those who've made the dream come true say the change takes clear-eyed realism and persistence.

If you're considering such a continental shift, pay a visit to the European Forum, where many members talk about their experiences in France, Sweden, Hungary, and other European countries not otherwise served by an independent forum. "I get questions from members about moving to Holland all the time," says Hansje Kalff, who leads the "Dutch/Flemish" section. She warns that strict visa requirements and high unemployment make it extremely tough for foreigners to find a job unless they already work for a multinational company. Even marrying a Dutch citizen doesn't automatically make a person eligible for citizenship, says Kalff, who lives in Amsterdam.

According to former Californian Bev LaFlamme, whose dream of living abroad landed her in a Paris suburb where she now lives, job hunters who move to Europe before seeking interviews enjoy a tremendous advantage over those who are hunting from afar.

"If you can say that you are going to be in the area 'soon,' you make it much more evident that you are serious," she advised an ex-pat-wannabe in the "German/Austrian" section. And be prepared to offer to cover your own moving costs, she added: "International moves are horrendously expensive, and a great reason to opt for a local candidate."

For those already living in Europe as well as those just visiting, there's plenty of travel and cultural information—from bike routes through the fjords of Scandinavia to beerfests in Budapest—in the forum's many sections devoted to individual countries and regions. The country-specific sections, run primarily in

Where to GO		
Belgium Forum GO BELFORUM	Hong Kong Forum GO HKFORUM	Netherlands Forum GO NLFORUM
Canada Forum GO CANADA	Israel Forum GO ISRAEL	Pacific Forum GO PACFORUM
Deutschland Online Forum GO GERLINE	Italian Forum GO ITALFO	Spanish Forum GO SPFORUM
European Forum GO EURFORUM	Japan Forum GO JAPAN	UK Forum GO UKFORUM
	Mexico Forum GO MEXICO	

English, are especially busy and have been known to spin off full-blown independent forums. The Spanish Forum (see p. 24), for example, got its start here.

Regardless of where they live, those who frequent the European Forum are sure to find lively discussions with a distinctly continental flavor, whether the subject's crime in America or spargel in springtime. (Spargel? It's a type of asparagus that's wildly popular in Europe and that was the subject of an impassioned online exchange recently in which spargel-philes compared notes on the best way to enjoy it. The discussion prompted forum member Benno Bickel to issue a general invitation to his hometown of Schrobenhausen, Germany, which boasts the world's only museum devoted exclusively to asparagus.) —Martha Barnette



Forget California: Bev LaFlamme is happier living in Paris, and shares her experiences with European Forum members.

ALAIN BUU/GAMMA LIAISON



HONG KONG FORUM

The news out of Hong Kong may be full of worrisome portents, but inside the Hong Kong Forum a certain *joie de vivre* reigns. Yes, one of the biggest sections is "News/Politics/1997"—that being the year the British lease will run out and the Chinese will be back in charge—but even more popular are "Penpals/Personals" and "Yum Cha." The Cantonese phrase literally means "drink tea," but as a newcomer is told, it has a larger meaning: getting together with friends, eating dim sum, drinking tea, and, most important, chatting.

And members of the Hong Kong Forum actually do that. "Some of us, including myself, had the horrible idea of organizing a get-together of forum members who are available in Hong Kong," says section leader Michael Suppaner. "And since then..." Since then, in fact, they've kept doing it—twice in two weeks—and the messages have continued to fly. Now, the Hong Kong Forum is as far-flung as any—with members around the world who are frequent visitors or former residents, or just fans—but this family feeling, this *yum cha* feeling, still pervades it.

But don't leave thinking this is a lightweight, small-talk forum; there's discussion of serious topics from all around Asia. If you want to discuss Japanese trade policy with people who have dealt with it for years, or the Chinese government with people who see it close up, this is the place to do it. There's business done here, too—in fact, an entire section is devoted to "Doing Business," and others include "Job Market" and "Money/Investments."

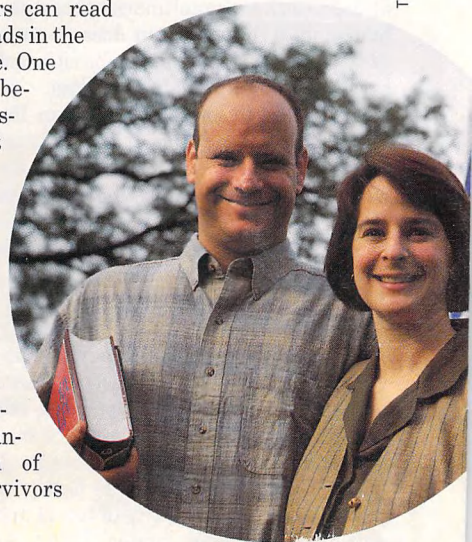
If you're planning to move to Hong Kong or just visit, this is the place to drop off your questions and maybe pick up something from the library. Two of the most popular files in the library are the map of Hong Kong (there are two, both in the "Pictures" library) and the hotel directory (in "Tourist Information"). And, as sysop Wick Smith says, "there is always interest in where to eat and drink here." For that there's an entire library called, aptly, "Eating and Drinking." —William Westbrook

ISRAEL FORUM

Founded last March by Giora and Lisa Shimoni, the Israel Forum quickly grew to more than 14,000 members. Members of this gathering place for discussion of Israel and Jewish issues share far more than the hobbies and professional concerns discussed in many forums. The forum's unique cultural identity shows in the Hebrew phrases sprinkled throughout message posts, the warmth of the exchanges, and the depth of discussions on history and being Jewish. The result is a dramatic mix of religion, politics, and everyday life.

"I live on a remote kibbutz along the Lebanese border," says Naomi Bat-Ami, an active member. "The forum has become a way for me to meet new people from everywhere. It's something that, living so far from a main road, I couldn't otherwise do. The mix of people here makes it a fascinating place to be."

In the forum's 22 message sections, members can get travel ideas from the Israel Government Tourist Office or administrative help from the Israeli Consulate. Using a downloadable Hebrew message viewer, members can read and add to threads in the native language. One recent thread began with a question about Hebrew as the language of prayer, then flowed into a discussion of non-religious Jews, the difficulty of being Jewish, and the dangers of assimilation. In another, children of Holocaust survivors



Sysops Giora and Lisa Shimoni foster multicultural understanding in the Israel Forum.

TOM HOGAN

described their memories and experiences. Elsewhere, members debated the viability of kibbutzim in Israel.

In the "European Jewry" section, members post messages in Yiddish, German, French, Spanish, and other languages. Facilitating communication between distant parties is a strong theme in this forum; a free message-forwarding service helps CompuServers find telephone or fax numbers of people living in Israel. Sysops have even relayed messages to members' loved ones offline. The lively "Singles" section attracts posts from members hoping to find someone special, many of whom upload their photographs to the library.

Formal conferences have allowed members to communicate with Gad Yaacobi, Israel ambassador to the United Nations; Colette Avital, consul general of Israel in New York; and other distinguished Jewish leaders. Online chatting sometimes reflects what the rest of the world reads in the news: "Last week while holding my weekly New Members Conference, a woman from Israel came online and said she was very tired after having to spend the night in a shelter because rockets were being fired at her kibbutz from Lebanon," says section leader Rochelle Rubin. "Having that personal conversation with her brought an item that you would just hear (maybe) on the evening news to life. That's what I love about the forum—it makes current information on Israel and Jewish topics accessible to everyone."

—Jane Easter Bahl's

ITALIAN FORUM

Italians call it *Il Bel Paese*, or "The Beautiful Country," with an emphasis on "the"—for no other place can boast the romantic mixture of art and architecture, cuisine and countryside, history and hospitality that's unique to Italy. Those traditions are celebrated with such gusto in CompuServe's new Italian Forum that visitors find it easy to imagine they're relaxing in a sunny piazza, reading Italian newspapers, and chatting over steamy cups of cappuccino.

It's also a handy resource for those planning to visit Italy. Before embarking on a trip to Rome this year, Susanna Malm consulted the forum's popular "Turismo" section for up-to-the-minute information about rumors of an impending airline strike, and found recommendations for memorable meals among the corresponding library's listings of restaurants in various Italian cities.

When she later returned to her Seattle-area home and jokingly complained she was going through "withdrawal" from authentic Italian cuisine, forum members helped her find a cooking school in Florence, which she'll soon attend.

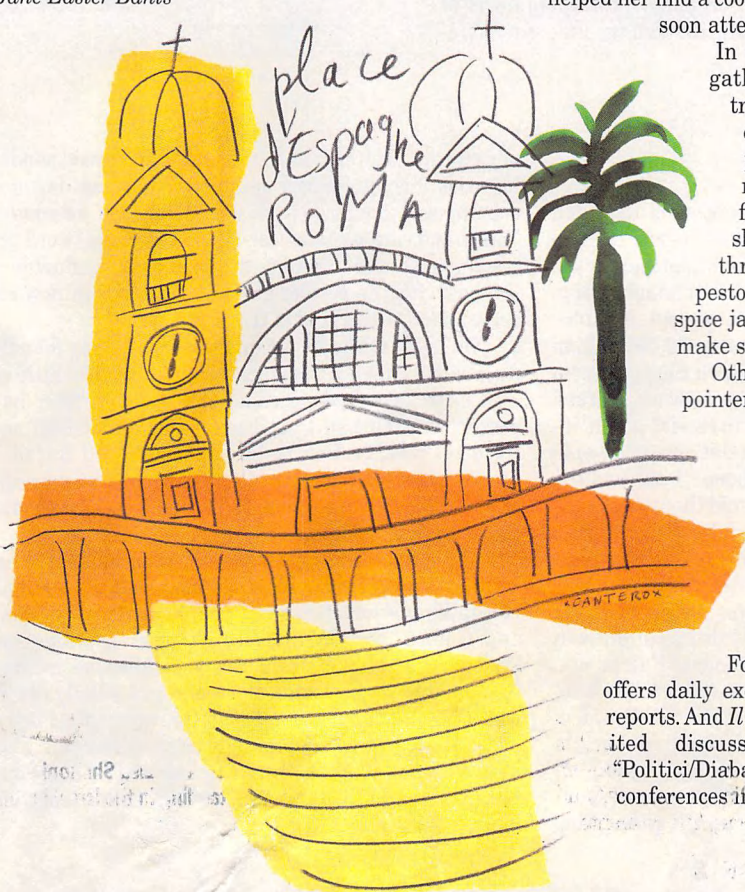
In the meantime, Malm continues to gather culinary tips in the "Gastronomia" section: "It's fun to hear all of the different opinions on cooking pasta al dente, to rinse or not to rinse it, or how to prepare the perfect pesto." (Her Italian friends shared some secrets in one recent thread about how to keep homemade pesto flavorful longer: store it in tall, thin spice jars to minimize exposure to air and make sure to leave a layer of oil on top.)

Other recent threads have provided pointers on how to find opera tickets in Verona (in "Spettacolo/Musica"), buy a farmhouse in the Italian countryside ("Residenti in Italia"), find long-lost relatives ("Genealogia"), and exchange everything from T-shirts to Tuscan time-shares ("Business/Lavoro"). In addition, says sysop Marco Garibaldi, the Italian Forum is the only forum online that

offers daily excerpts from Italian-language news reports. And *Il Bel Paese's* devotees engage in spirited discussions of that news in the "Politici/Diabatti" section as well as in regular conferences in both Italian and English. —MB



How does member Susanna Malm feel about the travel and cooking tips in the Italian Forum? *Bene!*



Spanning the Globe: International Sources of News Online

Full-text articles from a number of international newspapers are offered in searchable databases. Here's a glance at CompuServe's global news kiosks:

Jerusalem Post, a source of information on political and business affairs in Israel, is the country's only English-language daily newspaper. It reports on current events in Israel and the Middle East and on the Jewish world, business, and politics. The searchable database of full-text articles dates from October 1988 to the present, including the current week's edition. GO JERUSALEM

Le Monde, a major French daily newspaper, offers more than 200,000 articles in French in this searchable, full-text database that dates from 1987 to the day before yesterday. Subjects covered include politics, economics, social affairs, sports, arts, and general-interest information. Between 120 and 150 new articles are added each day. GO LEMONDE

Il Sole 24 Ore contains news and information on Italian industry, economics, law, and more. Offered in Italian, the full-text, searchable database dates from September 1984 to the present. GO ILSOLE

Mondo Economico/L'Impresa reports economic, financial, and political news of Italy. Presented in Italian, the full-text, searchable database dates from 1989 to the present. GO MONDOECO

Neue Zürcher Zeitung, a daily Swiss newspaper that offers news, analysis, and

information on economic and political events of global interest, is included in this archive that also features the publications *NZZ Folio* and *Swiss Review of World Affairs*. The searchable, full-text database offers articles in German from January 1993 to the present. GO ZUERCHER

Süddeutsche Zeitung, a leading German general-interest newspaper that covers national and international news, culture, business, and sports, offers both a searchable, full-text German-language database and a daily edition. Published in Munich, the newspaper's focus is on southern Germany. GO SUEDEUT

UK Newspaper Library (GO UKPAPERS) contains selected articles from leading United Kingdom newspapers in a searchable database. The latest 12 months is offered online. Unless otherwise noted, each listed here is updated daily. Included are:

The Daily and Sunday Telegraph, which offers coverage of U.K. and international news as well as business news and events, politics, and current affairs.

The European, Europe's first English-language national newspaper, provides coverage of global events from a European perspective with special reports on European political and business news. Updated weekly.

The Financial Times provides financial and company information on U.K. and international companies, including news of management, marketing, industrial rela-

tions, economics, politics, world trade, industry information, and technology.

The Guardian covers U.K. and international news with special reporting on social services, education, health, and local government. International coverage includes Third World economics, civil liberties, and human rights.

The Independent covers U.K. and international news with reporting on business, the arts, health, education, sports, and the media. It offers news about British parliament and current litigation with in-depth features of major issues of the day.

The Times and **Sunday Times** are Britain's oldest and best-known newspapers and include coverage of U.K. and international news, business, finance, law, cultural affairs, travel, and sports, as well as op-ed offerings.

Today is a tabloid newspaper providing general and social news with strong coverage of sports, the arts and entertainment, the royal family, and stories from the U.S. media.

The UK Newspaper Library also contains in one searchable database complete text from the latest 12 months of major U.K. newspapers, including *The Daily and Sunday Telegraph*, *The Financial Times*, *The Guardian*, *The Times/Sunday Times*, *Today*, *The Independent*, *Lloyd's List*, and *The Observer*.

—Cathryn Conroy

JAPAN FORUM

Rudyard Kipling once noted that "East is East and West is West and ne'er the twain shall meet." Despite trade competition and language barriers, members of the Japan Forum have more than proven that adage wrong.

On January 17, when the earth quaked in Kobe, Japan, killing 5,000 people and injuring 30,000, Japan Forum sysops sprang into action. Mituru Sugaya, sysop on CompuServe's sister NIFTY-Serve network, worked with assistant sysop Osamu Sonoda to receive online inquiries from anxious friends and relatives worldwide and track their loved ones by telephone. "I checked the map of Kobe, watched TV news, and told them what's going on with their relatives and friends," Sonoda says. Over the ensuing weeks, quake survivors shared their stories with forum members around the world.

In quieter times, the forum serves as a connecting point for people with a business or cultural interest in Japan, whether they live in the shadow of Fuji or not. Indeed, a sizable percentage of the members live elsewhere. "The Japan Forum is a dream come true for all of us here," says founder and chief sysop Ken Love, a Chicago, Illinois-based photographer who keeps an office in Tokyo and travels there four or five times a year.

Twenty-three message sections cover the gamut from

pop culture to international business, and corresponding libraries include images of Japan, essays on Japanese culture and traditions, classified ads for housing in Tokyo, and various Japanese-character (Kanji) word-processing software (though the forum is conducted in English). It's the perfect place for people both new and accustomed to the land of the rising sun.

"On my first trip to Japan, I was able to stay for a few days with a Japan Forum member in a beautiful little village near Lake Biwa, a chance that would never have presented itself had I not been a forum member," says Garden Grove, California-based member Bill Hogue. "A member also pointed me to a very congenial business hotel near Shin Kobe station, which was a big savings over the usual tourist hotels."

It's not all sedentary advice, however; to many members, the Japan Forum means sumo wrestling—and not just talking about it. A sumo pool has made the "Sumo and Games" section the forum's most popular spot. Players around the world rely on Japanese member Nobuo Fujino to post sumo news and pick a daily match, part of a simulated sumo *basho* (tournament). Players adopt a Japanese-style name and improve their standing in the *basho* based on their win-loss ratio. "There's no money involved," says the forum's sumo enthusiast, "just fame and glory." Sumo. —JEB



GO
MEXICO

MEXICO FORUM

When people drop in on the Mexico Forum, many seem to have one of two definite objectives in mind: planning a trip or doing some business. The two busiest sections are "Tourism & Travel" and "Business Opportunities," and the most popular files in the libraries include the sites of Cancun, tips for doing business in Mexico, and the Mexico City map.

Of course, that's not all of it. There are discussions of hot political topics, including NAFTA and the Zapatista rebels, and there are sections devoted to the environment, sports, software and hardware, and food and restaurants (where members post queries about *real* Mexican cuisine). There's also a "Hispanics" section dedicated in part to the long-standing and continuing clash of Spanish and Anglo cultures. But the overall emphasis is on business and tourism; as wizop Ana Maria Alvarez Bujalil puts it, "The main purpose of our forum is to show the opportunities offered by Mexico and Latin America regarding business, travel, and culture."

Bujalil relies on more than 50 information providers—you can even find a daily official newspaper online. It's provided in Spanish, but not everything is; on the whole, this forum is thoroughly bilingual, under the amnesty granted in the forum's Welcome Notice: "If you promise not to make fun of our English, we promise not to make fun of your Spanish."

For those Anglophones who don't have enough Spanish even to make fun of, it's still possible to get around quite well, though you can never be sure when you're going to run into something, well, foreign. Fortunately, there's a chance it may say something like "*Mas facil que pela mandarinas, te compras un paqueteco de corn muffins*" (A corn muffin is a corn muffin no matter where you are). —WW



NETHERLANDS FORUM

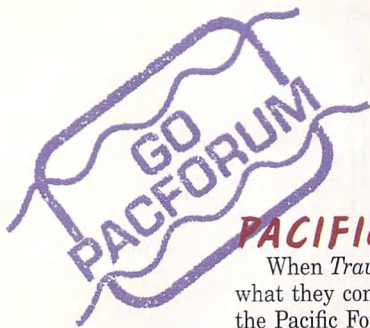
If utterance of the word "Netherlands" conjures up pastoral images of tulips and windmills, one trip to the Netherlands Forum will leave you with a far different view of life in the tiny European kingdom. The Dutch people's love for debate and opinion (tempered by genuine tolerance) set a tone for the forum, a convivial meeting place where you're as likely to come across intense debates on politics as you are lighthearted talk about the weather.

That the forum's busiest section is "Mag ik even?" ("Just my two cents"), where members sound off on every topic imaginable, should come as no surprise—the Dutch are widely varied in politics and lifestyle (the nation of 15 million has more than 25 political parties) and enjoy opinionated conversation. In fact, members who seek extremely fierce debate can revel in the private "Arena" section, which forum founder Roelf Sluman opened when one discussion got out of hand in the forum's fledgling days. To join the section, a rough-and-tumble version of the "Mag ik even?" and "Politiek" messaging areas, members must ask permission to access it and agree to special rules (post a message to *SYSOP for details).

Despite their differences, members enjoy an excellent rapport with one another. Explains Dick Lodge, an American on the forum's sysoping staff, because Dutch citizens occupy a country equal to just twice the size of the small U.S. state of New Jersey, tolerance may be a learned necessity. In fact, the forum's social interaction is so comfortable that Lodge likens the atmosphere to the one created on the U.S. television show *Cheers*: "It's a place where newcomers and regulars get together and talk about whatever is on their mind." —TM



The Mexico Forum's Ana Maria Alvarez Bujalil takes a break from sysop duties at Chapultepec castle in Mexico City.



PACIFIC FORUM

When *Travel & Leisure* magazine asked its readers what they consider the world's most beautiful country, the Pacific Forum claimed the winner. Likewise for its pick of the best city to visit. The honors, editors reported, went to New Zealand and Sydney, Australia, respectively. Such acclaim, of course, is no surprise to Pacific Forum members, who either live Down Under or dream of one day traveling or moving there.

The forum is home primarily to Aussies and Kiwis (as New Zealanders call themselves) as well as to Americans, Canadians, Europeans, and others attracted to the region's laid-back way of life. "Aussies and Kiwis are very friendly, outgoing people, and that lifestyle has spilled over into our forum," says Dina Pavlis, the forum's librarian. It's so alluring, in fact, that the most frequently asked questions involve immigration and travel.

According to transplant Brit Philip Gann, who moved to Sydney from England, the best aspects of Australia are that "it's not too crowded, the air is still clean, and there is still plenty of opportunity to 'make it' if you are prepared to work." Said Baloui of Frankenthal, Germany, was planning a move to New Zealand when he got advice from members who'd made the move, including information on the nation's "point system" requirements that all potential immigrants must meet before entering. The forum's libraries contain files on immigration that suggest ways to get a job, find a home, and ship pets, cars, computers, and household appliances.

What-to-do and where-to-go questions dominate the "Travel Australia" section, and in the "Travel New

Zealand" section Wellington, New Zealand-based travel agent Ricky Berg offers up expert advice.

For those who dream of languid afternoons spent lounging on white-sand beaches, the forum also includes an "Other Countries" section for talk about South Pacific island nations such as Mooréa, Bora-Bora, Saipan, Guam, Tahiti, Fiji, and New Guinea.

With so much natural beauty, it's understandable why residents are protective of their environment. One recent hot topic in the forum was reaction to a decision by the French government to resume nuclear testing at Mururoa in the South Pacific. Forum members sprung into action by boycotting French-made products and disseminating French president Jacques Chirac's fax number and the e-mail address of the New Zealand parliament to encourage protest.

In the coming months, watch for new sections for Korea and the Olympics, which Sydney will host in the year 2000. —Michele D. Kinnamon

SPANISH FORUM

Just weeks after the Spanish Forum opened in March, members met in person at offline "CISnics" held simultaneously in Madrid and New York City. In celebration of the forum's debut, New Yorkers congregated at a local Latino restaurant at the same time Madrid-based members gathered at a Cuban restaurant across the ocean. With languages ranging from Spanish to Catalan to "Spanglish," conversation at the gatherings (as in the forum) lasted late into the night. "The chat was especially

Translation Stations: Two Services That Speak the Language

Now you don't have to be multilingual to get your point across in English, French, German, and Spanish. Two new online areas—the World Community Forum and the CompuServe Document Translation Service—utilize state-of-the-art machine-translation technology that converts ASCII or Rich Text Format (RTF) text into another language.

Although the accuracy of translation produced by computers is inferior to that done by human translators, computers can produce understandable drafts in a short time. Just ask the members of the **World Community Forum**, offered in English (GO EWCFORUM), French (GO FWCFORUM), German (GO GWCFORUM), and Spanish (GO SWCFORUM) versions. When members post a message to the forum in their language of choice,

it's automatically translated into the three available languages. Thus, members around the globe who don't speak one another's native tongue can communicate about everything from politics to sports.

And record numbers are. Section 1, "Anyone Out There?," is filled with introductions hailing from all corners of the global village. In Section 4, "Philosophy," message threads debate the works of famed thinkers such as Irish playwright Samuel Beckett and German existentialist Friedrich Nietzsche. The ethics of French nuclear testing, the reoccurrence of riots in Northern Ireland, and how electoral systems operate worldwide are a sampling of the topics covered in Section 3, "News & Politics." Other popular areas include Section 6, "Travel & Vacations," Section 13, "Kids Corner," and seven region-spe-

cific sections.

The **CompuServe Document Translation Service** (GO TRANSLATE) allows members to submit text files and receive a draft machine translation approximately 48 hours later. The cost for this service is 3 cents per word. A second option exists for those who need a more accurate translation. For an additional 7 cents per word, the machine draft is then edited by a human translator. This option carries a minimum charge of \$50.

Regardless of the option you choose, you will be asked to confirm acceptance of your total charge before your document is translated. When the translation is completed, it is sent directly to your CompuServe mailbox and your CompuServe account is billed.

—Cary Roberts



From his base in Madrid, Spanish Forum sysop Enrique Pareja organizes intercontinental fiestas.

easy and relaxed," says sysop Enrique Pareja, one of the event's online organizers. "After Compu-talk, we easily shifted to jobs, Spanish politics, a bit of everything. There are rumors that a small group stayed up till dawn."

The open, friendly atmosphere of that night's fiesta is akin to the one found in this CompuServe *casa*, which spun off from the European Forum's "Spanish" section. With the Romance language one of the most widely spoken in the world, the section experienced a flurry of growth and set forth a necessary declaration of independence. Today, says Xose Castro, a professional translator who also logs on from Madrid: "[The forum is] a mirror reflection of our culture and way of seeing things . . . a mix of fun, sun, polemic, politics, tourism, and language."

Spain's many languages (Spanish, Catalan, Galician, Basque, and a number of regional dialects) appear in casual threads and frequent debates. In varied tongues, members have debated racism, creationism, and poverty—and walked away friends enough to download pictures of one another from the forum's "Gráficos" library. Manuel Baselga, a Spanish engineer and software developer, explains that the forum's dialogue stands "far from the badly understood political correctness that pervades many media. . . . Unless you are an absolutely unrepresentable person, you can say whatever you want without being crucified, and you don't need to carefully measure your words."

Beyond the heated (but cordial) exchanges, another touchstone of the forum is the friendliness of forum regulars, or cyber-amigos. Originally from Galicia but now living in Madrid, Castro spends hours fielding questions from U.S.- and Latin American-based members with an interest in Galicia. "I answer questions such as: 'The father of my grandma was born in a little village called Rodeiro. Can you tell me how is life there?'" he explains. Although Madrid sits 600 kilometers from Galicia, he asks relatives to investigate and take pictures if passing by the village in question. He then sends the information (and pictures) along.

Seattle resident Charla Stanley, who once lived in Spain and makes daily visits to the country's online community, says the Spanish Forum's amiable style provides a model for global understanding. "It's a great example of the potential of services like CompuServe to unite people, build bridges, and encourage understanding between groups of people." —TM

UK FORUM

The UK Forum's virtual environment is just like the land it represents in at least one respect—there's something to suit the needs and interests of just about everyone. Just as the United Kingdom equals more than the sum of its various parts, the UK Forum offers CompuServe members worldwide a diverse sample of the

English, Scottish, Irish, and Welsh lifestyles.

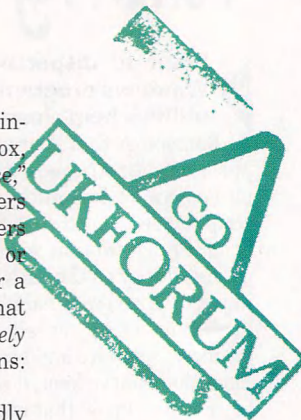
For members who wish to learn about the U.K.'s inner workings, lots of members mount the soapbox, Speaker's Corner style, in the "Business/Finance," "Religion," and "Sports and Results" sections. Members looking to make friends can lift a virtual pint in "Rovers Return Pub" or stop by "Welcome New Users" or "Meets/Make Friends." And for members looking for a laugh, they'll be happy to note that, from the nation that spawned *Monty Python's Flying Circus* and *Absolutely Fabulous*, this forum features two cheeky sections: "Humour/Jokes/Verse" and "Mad Dogs/Englishmen."

Homesick expatriates can find support and a friendly welcome in the "Brits Abroad" section, and outsiders seeking a taste of daily life there can visit the "Living in the U.K." and "My Home Town" sections, as well as the separate sections dedicated to Scotland, Ireland, and Wales.

The forum's active "Classifieds" section and companion library recently listed items one might expect for sale, ranging from country homes and city condos to an English Springer Spaniel and "old handwritten deeds." But, perhaps as a reflection of life in an increasingly international world, there were also "adverts" for California mountain bikes and French cheeses.

The U.K. is well known for its gentle eccentrics, and the UK Forum is no different. In "Mad Dogs/Englishmen," members have been known to declare their love of "bangers" (sausages), "train spotting" (looking for and cataloging specific railroad locomotives and cars), and pigeon racing. In "Ask a Brit," members can get a U.K. perspective on life, love, and driving on the left side of the road.

And if that's not enough, for members who want their UK Forum visit to be as authentic as possible, its libraries now offer sound-file add-ons that allow the Windows version of CompuServe Information Manager to speak with an English, Scottish, Welsh, or Cockney accent. Install the file and you'll be sure to "Hurry back, mate." —JE



Taking Out Windows Trash

► **Want to dispatch an unwanted Windows program? "Uninstaller" utilities help clean up the mess.**

Remember that shareware Windows application you retrieved a year ago that ended up being a lot less nifty than its online description led you to believe? Or the store-bought program that wasn't as cool as the ad copy on the back of the box implied? If you're a habitual downloader or buyer of all kinds of Windows software and have deleted more than you've kept, it might surprise you to know that even though you've erased them, bits and pieces of those programs still survive on your hard drive, hiding in directories you never thought to look in and leaving footprints in places you didn't know they could go. A new breed of software has evolved to let you hunt down this digital residue: uninstallers.

Uninstaller software has become one of the most popular categories of Windows utilities, and for good reason. Unlike DOS software, Windows software has a habit of loading its files into places other than the disk directory the application creates for itself, often without telling you what it's doing or asking permission. And a program's installation routine can make changes to Windows' master configuration files—WIN.INI and SYSTEM.INI—that control how your PC runs, also without notification. So when it comes time to delete an application you don't want, simply killing its directory may not end its existence on your hard drive.

For example, many Windows installations can misplace Dynamic Link Library (DLL) files, which contain common program code that many applications share, making them smaller and more efficient. Says Zac Moretz, product manager of MicroHelp's UnInstaller 3, "The etiquette is for DLLs to be put in the \WINDOWS\SYSTEM directory if they're sharable, or in the application's directory if not. However, many apps don't follow the rules, so you end up with lots of rogue DLLs that are impossible to identify by yourself." He adds that applications from Microsoft are by far the worst at loading DLLs in strange places, such as directory

\WINDOWS\MSAPPS, even though they're only following their own conventions. "As a user you'll never know which files go with the particular Microsoft app you wish to delete," he says.

Programs might also install Visual Basic (VBL) files to your hard drive, even though

cation has been removed.

Multimedia CD-ROM publishers are notorious for having installations that tamper with system software in critical Windows configuration directories, adds Diamond. Many CD titles include problematic third-party "runtimes" such as Visual Basic and Microsoft Viewer. "Apple's QuickTime for Windows runtime has created nightmare stories from CompuServe members, who install one CD after another only to find that QuickTime-specific versions get scattered all over their hard drives while often corrupting other game or application setups," Diamond says.

All these duplicates and other leftovers add up to several big problems: they cause Windows' loading time to increase, make your system increasingly susceptible to crashes, and chew up disk space—a commodity that remains precious even as hard drives grow larger, says Joseph Albanese, author of the shareware and commercial versions of uninstaller WINformant. "I've always thought of software as being scientifically classified as a gas: it expands to fit its container. Users will always need more space," he says. "But the larger disks become, the more difficult they are to maintain. That's where programs like [mine] come in."

There are a number of commercially sold programs, including MicroHelp's UnInstaller, 1994's top-selling Windows business application; Quarterdeck's CleanSweep; Landmark Research's Uninstall-it; Vertisoft Systems' Remove-It; and IMSI's WinDelete. Numerous shareware uninstallers have been released as well and are available in CompuServe forums (see "Cut It Out," p. 27).

Steps to a Cleaner Disk

Although uninstaller software often is advertised as necessary "because Windows software splatters itself all over your disk," this isn't totally true. When you install a Windows program, it will usually write files

Christopher J. Galvin is a senior writer of CompuServe Magazine. His CompuServe User ID number is 70003,5571.



JOHN WEBER

other versions, installed by previously loaded programs, already exist there. "If a user utilizes a lot of shareware written in Visual Basic, many of the installation programs will not monitor whether certain program files already exist in the \WINDOWS directories," says Joel Diamond, executive director of the Windows Users Group Network (WUGNET) forums. "Users can have files like COMMDLG.VBX and GRID.VBX all over their hard drive." Other programs can install custom-font FON or TTF files that remain in the \WINDOWS\SYSTEM directory after the appli-

into a maximum of three locations: (1) the new application's directory, such as C:\APP; (2) your C:\WINDOWS directory; and (3) your C:\WINDOWS\SYSTEM directory. In addition, the program may have written lines into one of four files: CONFIG.SYS, AUTOEXEC.BAT, WIN.INI, and SYSTEM.INI.

If you don't already have an uninstaller program installed on your system, you may be able to get rid of some applications yourself. Try these steps first:

- Use the Uninstall routine/suggested steps. If the program you wish to remove has an Uninstall icon (more and more programs do) or describes in its manual an approved method to uninstall the program, use this method rather than a third-party uninstall package.

- Rename the directory. If you are planning to simply delete an unneeded program's directory and files but you're concerned that you might delete something that was actually important to your system, use a two-step method. Rename the directory or file that you're considering deleting, and then restart Windows. If you get a message such as "Can't

find filename" during restart or when you try to run a program, you can change the directory or file back to its original name. It's a lot harder to recover such files if you delete them outright.

Automating This Mess

If you'd rather not tamper with your files and directories yourself, you are a candidate to use uninstaller shareware, which automates much of the process for you. According to Diamond, "Few users are comfortable with their ability to do the required system maintenance to uninstall safely." He advises users attempting any kind of uninstallation to "keep current backups of your WIN.INI and SYSTEM.INI files."

Shareware uninstallers use what might be called the "snapshot" method to uninstall software. You run these programs once just

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before you install a new piece of software. This takes less than a minute, during which the uninstaller takes a "picture" of the files on your hard disk.

After installing your new software, you run the uninstaller again. This produces a "delta" difference file, which documents all the changes the software made to your system, so the program knows how to undo them later.

Unzipping and Uninstalling

One interesting way to use this method is to create a delta file automatically when you unzip new shareware applications that you want to try out.

WinZip, a popular shareware decompression program, offers an Install/Uninstall feature on its main menu. If you unzip a program that contains a file named INSTALL.EXE or SETUP.EXE (or

Cut It Out: Shareware Uninstallers

Here's a sampling of shareware mentioned in this article and other files related to uninstalling Windows programs. Uninstaller programs work best if you run them once before installing new Windows software, so they can track exactly which files and INI changes went where.

Remember that the PC File Finder (search it using the keyword UNINSTALL and a recent submission date) as well as many general Windows shareware forums can be located via the WinSupport enhanced menu (GO WINSUPPORT).

Rosenthal Uninstall

A highly regarded program that records system changes and automatically cleans up installed applications. PC Utilities/Systems Forum (GO PCUTIL), Library 3, "General Utilities," UNSTAL.ZIP (51,955 bytes).

WinZip 5.6

Decompresses ZIP files and installs them for you to test, then allows you to uninstall them completely, if you do so before closing WinZip. PC Welcome Center Forum (GO PCNEW), Library 2, "Library Tools," WINZIP.EXE (294,736 bytes).

White Paper

This document from MicroHelp explains why Windows 95's built-in uninstall routine may not eliminate the need for products like Uninstaller 3. Windows News Forum (GO WINNEWS), Library 6, "3rd Party SW News," UNI3-95.DOC (122,880 bytes).

IYM Uninstall for Windows

A well-known utility that does a complete job of recording everything that installed software has done to your system so you can reverse it. Windows Shareware Forum (GO WINSHARE), Library 6, "General Win Utils," UN4WIN.ZIP (54,121 bytes).

Emergency Boot Diskette

Automatically creates an EBD, formatting your diskette, transferring system files, and archiving critical DOS and Windows configuration files off your hard drive. Should be used before major installations. Windows Shareware Forum (GO WINSHARE), Library 8, "Disk Utilities," BDB100.EXE (94,173 bytes).

Uninstall Conference

The transcript of a very successful May forum conference on uninstaller utilities, with questions taken by representatives from MicroHelp, Neocom, Quarterdeck, and Vertisoft. Windows Utility Forum (GO WINUTIL), Library 2, "Reviews/News/Demos," UNCONF.TXT (76,999 bytes).

WINformant

Shareware version of a fast uninstaller with utilities for rapid Windows exit/restart, removing duplicate DLL files, and INI file editing, all accessible from a toolbar. Windows Utility Vendors A Forum (GO WIN-UTA), Library 8, "NEOCOM," W4M110.ZIP (814,075 bytes).

any variation, such as WSETUP.EXE), you can use WinZip's Install/Uninstall to automate your inspection and possible deletion of the program.

"WinZip watches what changes in files and directories," says Nico Mak, the author of WinZip, "and if anything changes, it notices." ZIPped programs with

COMPUTING SERVICES

install or setup routines usually copy files into your Windows directory or make changes in your WIN.INI file. WinZip lets the program do this and create its own Program Manager group.

But these changes can be undone by selecting Uninstall. "WinZip backs up your WIN.INI, CONFIG.SYS, and AUTOEXEC.BAT

files and the Windows Registry and restores them to the original," says Mak. Since WinZip doesn't store information on an application's installation, users need to click Uninstall *before* closing their WinZip session in order for this to work.

ZIP files that do not include their own setup utility are usually simple programs that install into a single directory. For these programs, WinZip offers a CheckOut button. This feature unzips the files and automatically creates a Program Manager group with icons for each file that has an association (TXT files are associated with Notepad, for example). You can then simply remove the Program Manager group and delete the program's directory if you decide you don't want to keep the program.

Creating a Living History

If you want to uninstall Windows programs long after you've first installed them, allowing you to fully test the new program over a course of weeks, you need an uninstaller that creates some kind of history file. One such program is Uninstall for Windows, a shareware program by It's Your Money (IYM) Inc. that has become a shareware success story, with more than 20,000 registered copies of the utility.

Author Jeff Yablon decries as unsafe some of the "system cleanup" utilities that are sold in retail stores. "Doing that stuff automatically is not safe," he says. "Blowing out a DLL could wipe out your system." IYM Uninstall and other "snapshot" programs, he points out, give you control over which files are uninstalled.

Like WinZip, but unlike most other uninstaller shareware, IYM Uninstall is a true Windows program (rather than a DOS text-mode program) with a simple interface. Before you install a new software package, you click the Before button in IYM Uninstall. After installation, you click the After button. At any time afterward, even weeks later, you can view a log file created by IYM Uninstall that shows you exactly which files and which lines in INI files were changed, so you can easily reverse the changes.

Getting Below Windows and DOS

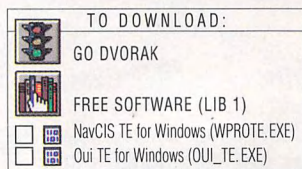
A final type of uninstaller shareware is DOS-mode software. An example of this class of shareware is Rosenthal Uninstall, created by Doren Rosenthal of Rosenthal Engineering.

The author points out that running a snapshot of your system at the DOS level is the only way to capture some changes that programs make to your hard disk. "It's designed to work under Windows, however," Rosenthal says. "If you start it in Windows, it automatically launches a DOS session."



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This creates a history file of your disk in the background within a few moments, even for a disk up to 1 GB in size.

Rosenthal Uninstall can automatically remove older programs it has recorded a history file for, unlike WinZip, which can remove only the most recently installed program, and IYM Uninstall for Windows, which requires that you choose files from a log file to delete. Additionally, Rosenthal says, "If you've installed 10 programs and you want to remove program number three, you can do just that, automatically." This is because Rosenthal Uninstall keeps a detailed record in a file called UNINST.DAT of exactly what changes were made to each of the files on your disk during separate installations.

Rosenthal takes pride in the methods he uses to assess his program. He sends beta testers a program, Untest, which purposely creates hard-drive pandemonium. "It makes sure Rosenthal Uninstall is working first, then it dumps a copy of itself into all directories, then makes 100 new directories, then alters your CONFIG.SYS and AUTOEXEC.BAT files, and finally reboots your machine," he says. This final step usually prevents Windows from even starting. His DOS-based program "completely unwinds all that stuff," based on the history file that recorded each of the many changes.

Remember that not all shareware uninstallers work alike; some can fail to detect changes in INI files, or expect user expertise (in such things as reading and editing the contents of an INI file) that many won't possess. And, cautions WUGNET's Diamond, there is no guarantee an uninstaller will work every time. "The software has the same problem that Microsoft has with Windows 95's [lack of] backward compatibility—there will be instances where an uninstall is impossible," he says. It's a good idea to ask for the opinions of other members who have used uninstallers in your favorite Windows-related forum.

The best feature to look for in any such program is erring on the side of caution, says Joseph Albanese. His shareware WINformant warns users if they attempt to delete DLL files that are a standard part of Windows. "Warnings are important. [A good program] should make as few assumptions as possible when suggesting items for removal," he says.

Until all Windows applications include their own uninstall routines (or support the built-in uninstall icon in Windows 95), using uninstallers is the best insurance you have against "out of disk space" messages.

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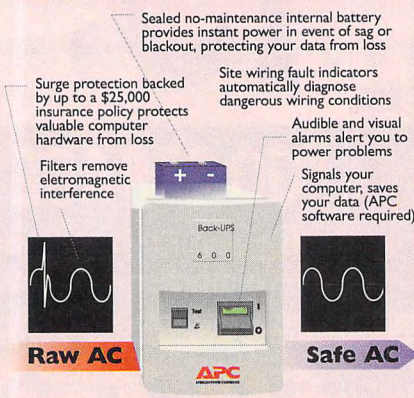
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Navigators: Catching More in Less Time

► These "offline reader" programs net you mail, news, and messages from favorite forums more efficiently.

Texas biology professor David Konkel loved exploring CompuServe's forum resources but wanted to spend more time with his family. That's when he decided he needed an "offline navigator." Konkel wasn't disappointed with what he eventually chose—a navigator reduced his online time by at least 70 percent while increasing his CompuServe productivity.

Offline navigators are software programs that let you create, read, and reply to forum messages, e-mail, and other information you retrieve from CompuServe. They let you do your work offline instead of online, giving you more choice about how to budget your valuable time. And with CompuServe's new pricing structure, saving time means saving money because you've made the most of your monthly five free hours.

To understand how offline navigators work, consider this: When you connect to CompuServe with CompuServe Information Manager (CIM), an online "browser," the time you spend on CompuServe is determined by the time it takes you to do mouse clicks, compose messages, and read your computer screen. No matter how fast you click, type, and read, you're a slowpoke compared with your modem, which can talk to CompuServe at speeds up to 28,800 bits per second.

Offline navigators take advantage of the speed of your modem by letting you do your part of the job—the slow part—offline. Then the software does the fast part: connects with CompuServe, carries out the tasks you've prescribed, and then logs off, at savings of anywhere from 20 to 80 percent of your actual connect time.

Does that mean offline navigators are for everyone? Not necessarily. The new member of CompuServe should use CIM at first to learn what the Information Service offers. Then, when you've found your preferred forums and other Favorite Places, you can shift to an offline navigator to carry out tasks speedily.

It's often a good idea to use both CIM and an offline navigator. You might use CIM for more interactive tasks such as reading the online version of *Rolling Stone* or *People*, doing research in Magazine Database Plus, or joining online conferences with celebrities. You'd use your navigator for tasks you repeat often, such as retrieving weather

reports, stock quotes, world news, and message threads from forums.

An advantage of this approach is that you'll find your offline navigator easier to learn once you're familiar with the basic structure of the CompuServe forums and services.

Navigators are available for just about every computer platform, but you'll find the widest choice in Windows and MS-DOS versions. Some are shareware and some are commercial programs. They range in price from free up to nearly \$100. Members usually become fierce partisans for their favorite brand. Navigators are technically supported on CompuServe forums, where sysops and other expert users are happy to give advice and answer your questions.

WINDOWS NAVIGATORS

CompuServe Navigator for Windows (GO CSNAVSUPPORT)

CompuServe Navigator for Windows is CompuServe's offline navigator. The software lets you set up "scripts" specifying the places to go and things to do online. You build your script from a list of CompuServe forums and services the software shows you, and CSNav does the rest.

A CSNav script can be set to run at predetermined times using the program's Scheduler function—for example, before breakfast, during your lunch hour, and at day's end. Different scripts can be created and scheduled to run at different times. You could have a weekday and a weekend script, each performing different online tasks of your choosing.

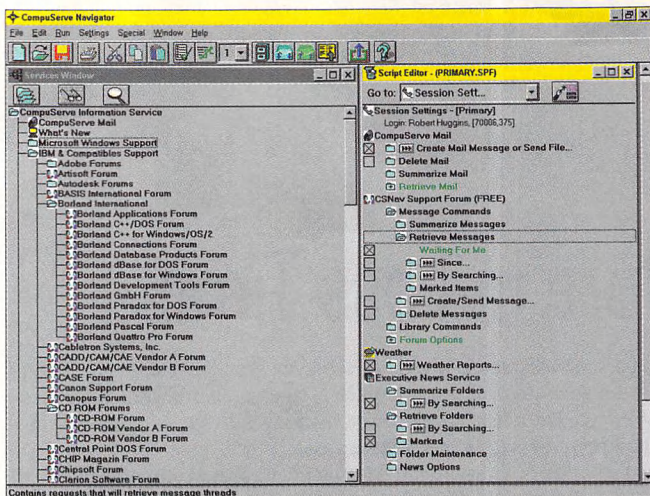
Fred Nadel, who is in the scrap-metal business in Los Angeles and also does computer consulting, finds CSNav scripts easy to set up and use. "All you do is drag and drop forum 'objects' from a services window into your script. The scripts let me control the amount of time spent online and make it easy to keep my phone lines open for clients."

CSNav works in tandem with WinCIM, sharing the Mail File Cabinet and Address Book. New features (in Version 1.1.1) include support for the long (8.3) file names in forum libraries.

NavCIS Pro for Windows (GO DVORAK)

A complete offline reader and navigator for CompuServe Mail, forums, weather, stocks, and other services, NavCIS Pro





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includes a built-in spell checker supporting three languages.

Version 1.62 also supports CompuServe's new 8.3 file names and is compatible with Microsoft's Windows 95, according to developer Mike Ceranski. Another new feature, SmartMail, checks your e-mail automatically while it runs in the background.

These features appeal to Howard Thue, who reads 300 to 500 messages a day on more than 50 forums in his role as a volunteer sysop on CompuServe's graphics forums.

To help handle this large volume of message traffic, he creates

"templates" to group his sessions by related interests. "This feature is invaluable since I do not have time to select and deselect from a screen of 100 message icons," he notes. Each template presents only those icons he needs for that particular interest, thus speeding up his work.

Thue, a retired mechanical engineer, lives in Lake Oswego, Oregon, where he does occasional consulting in the graphics area. He finds NavCIS Pro drastically cuts his online time. "I would need at least 90 minutes to do the same thing online with CIM, versus three minutes. Simple arithmetic shows you the time saved." He uses the extra time to widen his consulting contacts.

PowWow (GO ASHMOUNT)

British entry PowWow for Windows has created a following on both sides of the Atlantic. PowWow is the product name for a suite of DOS and Windows programs from Ashmount, including TeePee and WigWam.

Jeremy Spiller, marketing manager for Ashmount Research, says you can use PowWow while at the same time browsing the World Wide Web with CompuServe's NetLauncher.

Also, PowWow allows up to five users to access CIS from one User ID, making it useful for family or group applications. Individual members log on at different times, and each member can have his own screen setup (colors, fonts, and window positions). PowWow can be upgraded to a workgroup version serving anywhere from 10 to 1,000 users.

Features in the latest PowWow (Version 3.03) include Telnet ac-

Navigators at a Glance

Program	Platform	Price	Online Support	Where to Get It
CompuServe Navigator, Windows Version (CSNav)	Windows	\$9.95	CSNav-Win Support Forum (GO CSNAVSUPPORT)	GO CSNAV
NavCIS Pro for Windows	Windows, Windows 95, Windows NT	\$69	Dvorak Development Forum (GO DVORAK)	GO DVORAK, Library 1, "Free Software," WPROTE.EXE (timed edition, good for 30 days from first use)
PowWow	DOS, Windows, OS/2	\$80; 10-user LAN version, \$695	UK Communications Forum (GO ASHMOUNT)	GO ASHMOUNT, Library 12, "POWWOW," POWWOW3.EXE
Journalist	Windows	\$20	Windows 3d Party E Forum (GO JOURNALIST)	GO JOURNALIST, Library 12, "PointCast," J3SYSKIT.EXE
AutoSIG	DOS, Windows, OS/2	Free	PC Communications Forum (GO PCCOM)	GO PCCOM, Library 1, "ATO," files WHATIS.ATO (introduction), ATOSIG.EXE (the program), and ATODOC.EXE (documentation)
TAPCIS	DOS, Windows, OS/2	\$79	TAPCIS Forum (GO TAPCIS)	GO TAPCIS, Library 1, "TAPCIS," TAPEXE (21-day shareware trial version)
OzCIS (DOS), OzWin (Windows)	DOS, Windows	DOS, \$40; Windows, \$69	OzCIS Support Forum (GO OZCIS)	GO OZCIS, DOS version: Library 2, "OzCIS Files," OZ2D1.EXE and OZ2D2.EXE; Windows version: Library 10, "Win Programs/Upd," OZW1D1.EXE and OZW1D2.EXE
CISComm	DOS, Windows, OS/2	\$79	CISComm section, PC Vendor K Forum (GO CISCOMM)	GO CISCOMM, Library 2, "CISComm," CCDEMO.EXE
CompuServe Navigator for the Macintosh	Macintosh	\$24.95	MacNav Support Forum (GO MNAVSUPPORT)	GO ORDER
Golden CommPass	OS/2	\$99 (sug. retail); \$69-\$79 (street price)	Golden CommPass Support Forum (GO GCPSUPPORT)	GO GCPSUPPORT, Library 1, "Golden CommPass," GCPDEMO.ZIP

cess, ability to set up 10 Favorite Places on CompuServe, a U.S. and a U.K. spell checker, electronic stick-up notes, and an address book that's usable as a phone dialer.

Stan Wohl, a software consultant in Hollywood, Florida, makes wide use of CompuServe forums, industry news, stock quotes, and ZiffNet news to help him serve his clients. He tried several offline readers but finds PowWow satisfies his most important requirement—message management. "It has the most elegant, intuitive, and simple method of displaying messages and information I collect. It's the easiest to track message threads in a logical and understandable way," he says.

Journalist (GO JOURNALIST)

Journalist, from PED Software, is a special kind of offline navigator. It's a hybrid of a publishing package and a navigator. Journalist acquires information from CompuServe tailored to your interests and presents it to you in a newspaper-like format.

Now in Version 3.0, Journalist can be set up to deliver text, news photos, headlines, type fonts, and weather maps into your customized newspaper. The result can be a complete publication delivered to your PC for your use or for distribution to your co-workers.

John Hall, a Woodland Hills, California, physicist, uses Journalist to produce a home daily newspaper, which he named Hallmark. "I keep in touch with the world and my stocks and see what videos to rent. I get a national news update, a world update, business news, news of my stocks, computer news, reviews of new videos, and a weather map."

This information is available to any CompuServe member, but Journalist customizes it and formats it for Hall. "The nice thing about Journalist is that I just tell it what I'm interested in and it figures out where to get it," he says.

MS-DOS NAVIGATORS

AutoSIG (GO PCCOM)

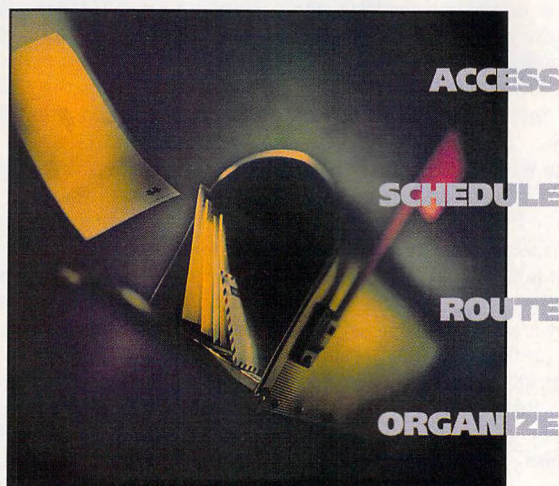
One of the first of the offline navigators, Jim McKeown's AutoSIG has built a loyal following over the years. Besides being free, the program has several advantages. It's fast, efficient, and can run on older, low-powered computers—it can even be run from floppy disks. It has a customizable script language, and although a DOS program, AutoSIG has fans among Windows and OS/2 users since it will run under both programs. New features in Version 7.0b include handling the new 8.3 file names and a Windows "front end" for Windows 3.1 users.

David Konkell, a Texas biology professor, loved the utilities he found in the PC MagNet Utilities/Tips Forum (GO TIPS) but was on the lookout for ways to save online time. After posting a forum message in the PC Communications Forum, Konkell selected AutoSIG as his navigator. "AutoSIG allowed me to expand my CompuServe horizons from a single ZiffNet forum to over a dozen that I regularly frequent. You really can save 70 to 80 percent of your typical online time with AutoSIG," he says.

TAPCIS (GO TAPCIS)

Another well-known offline navigator, TAPCIS has been improved often over the years and is now up to Version 6.0. A DOS program, it can be run from Windows and OS/2 as well as from the DOS command line. New features include mouse support, pull-down menus, user-defined forum-message "views," and fully automated uploading and downloading, says spokesman Don Friend.

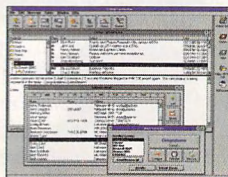
Users such as Joachim Bluhm appreciate TAPCIS's sophisticated features. Bluhm owns a software company near Hamburg, Germany, and uses CompuServe to keep in contact with his software suppliers around the world. "I keep all my mail on the computer, and I can easily access it with the search features of TAPCIS," he notes. "My e-mail message base is now up to 50 MB, and you need good tools to manage this."



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OzCIS and OzWin (GO OZCIS)

Now in versions for DOS (OzCIS) and Windows (OzWin), these navigators offer a full range of message-threading and library-management tools, says developer Steve Sneed of Ozarks West Software. These tools include retrieval of messages from forum discussions you're involved in, as well as message storage and searching capabilities.

The Windows version is network-compatible; it can be run on a network file server used by people at several workstations.

Gabe Kingsley, a San Francisco marketing and management consultant, has access to an Internet service but uses CompuServe for his e-mail traffic, both for business and personal uses. "The primary reason is the OzCIS program's time-saving message-management facility and the message editors, which make creation of and replying to messages a snap," he says.

Kingsley's wide breadth of interests takes him to more than 60 forums in an online session, covering such diverse interests as graphics, database management, cooking, collecting, consulting, hardware, and software. When he wants to download a file and can't locate it quickly, he has a custom script to locate it in the PC File Finder (GO PCFF).

CISComm (GO CISCOMM)

A new DOS navigator, CISComm automates forum functions such as message and thread retrieval and library file downloads. But early users of the program think it tops other navigators they've used both in how it performs these functions (for instance, allowing cut-and-paste actions in different message and library catalog windows that are open simultaneously) and the responsive support they get from author Don Caton in his PC Vendor K Forum section.

CISComm permits the setting of forum tasks at the message-section level, a feature SCT Associates president Steve Tyrakowski utilizes in online work supporting his Clipper and FoxPro third-party products. "I can set CISComm to download all messages in one section, but just download message headers from some other sections." He also likes that most aspects of the user interface can be customized. "I have message printing set up to use a utility for printing two or more pages in landscape mode, double-sided, on a laser printer," he says.

A robust CISComm database lets users accustomed to downloading and managing hundreds or thousands of forum messages at a time do so quickly and easily. "The offline search tools are great—I can search for messages or files by date, title, uploader, message To: and From: fields, keywords, descriptions, all with or without wildcard searches," says software developer James D. Moore, who has worked with navigators since 1990. Other features such as online retrieval of messages by header keyword (imagine getting all of a support forum's postings with "Help" in the title) and personal message signatures specific to various forums or recipients' e-mail addresses make CISComm "the most flexible of the offline readers I have used," says Moore.

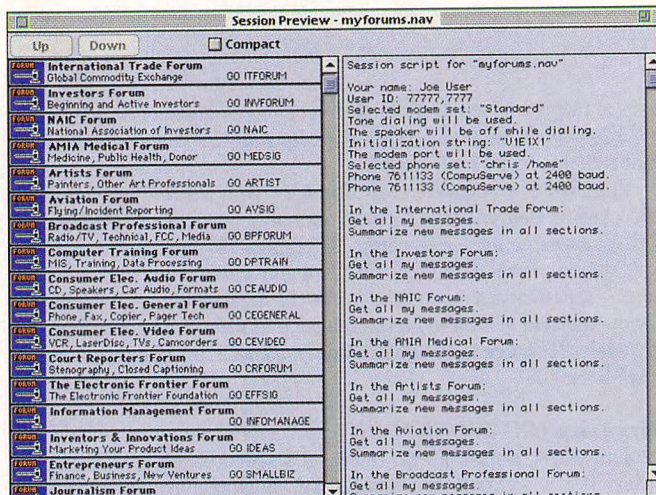
MACINTOSH NAVIGATORS

CompuServe Navigator for the Macintosh (GO MNAV SUPPORT)

If you're a Macintosh user, your search for an offline navigator starts and stops with Navigator for the Macintosh. Now in Version 3.2.2, MacNav is almost as old as the Mac itself. It's been so successful for so long that it's still the only offline navigator for the Mac.

MacNav offers a full array of automated features. Scripts let you select CompuServe services of interest, and MacNav does the rest—retrieve forum messages, forum files, CompuServe Mail, local weather, stock quotes, and stock-portfolio reports.

MacNav can be scheduled to run at predetermined times. The current version supports the 8.3 file names and makes uploading of binary files easier. These enhancements are the work of Mike



Save online time with MacNav, the only offline navigator for the Mac.

O'Connor, the original developer who is still MacNav's programmer.

Lofty Becker, a Connecticut law professor and a Macintosh forum sysop, likes the convenience of MacNav. "When I wake up in the morning, I get a cup of coffee and go to the computer, which has just run a 6 A.M. Navigator session. I read my mail, save the important messages in archives to read through later, and tour the forums." He frequents the Mac OS/System (GO MACSYS) and Macintosh Hardware (GO MACHW) forums for news of the Mac world, and Mac Community Club Forum (GO MACCLUB) to chat with his online friends.

For Becker, MacNav is a real time saver. "I can use late-night hours when traffic is low, downloads are faster, and my Mac isn't being used for anything else. Also, since I'm not at my Mac during downloads, I'm not wasting that time. All I ever see are the results, not the process."

OS/2 NAVIGATORS

Golden CommPass (GO GCPSUPPORT)

This is the only offline navigator designed specifically for OS/2 users. It automates access to forums, libraries, mail, and weather. Its interface is similar to that of the OS/2 Presentation Manager.

The software takes full advantage of OS/2 multitasking capabilities. "You can review messages from one forum while processing others," notes developer Larry Finkelstein.

New features in Version 2.2 include support for stock quotes, Online Today (GO OLT), and the Executive News Service (GO ENS). A usage module lets you keep track of your monthly bills.

Golden CommPass is compatible with TAPCIS file formats and allows conversion of CompuServe Information Manager files to Golden CommPass. This makes it easy for TAPCIS and CIM users to try Golden CommPass without losing their original message files.

For Atlanta software executive Bill Speights, the main strength of Golden CommPass is that it saves time. "I work with senior professionals whose time is worth \$200 to \$500 an hour. To them, the billing savings is a nit," he says. "But the savings of their time isn't, and this offline navigator saves a huge amount of a user's time."

For example, says Speights, you can reply to newly downloaded mail while Golden CommPass continues to download forum threads or ENS articles. While replying, you can open your word processor and copy and paste text from documents into the replies, or look up reference information or check your calendar.

"In other words, Golden CommPass lets senior professionals work with CompuServe just as they are accustomed to working at their desks—doing many things at once with many facilities and tools," he says.

Michael Naver of Baltimore, Maryland, is a freelance writer on technology applications for business. His CompuServe User ID number is 76004,2242.

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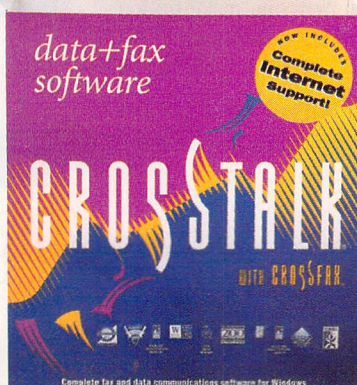
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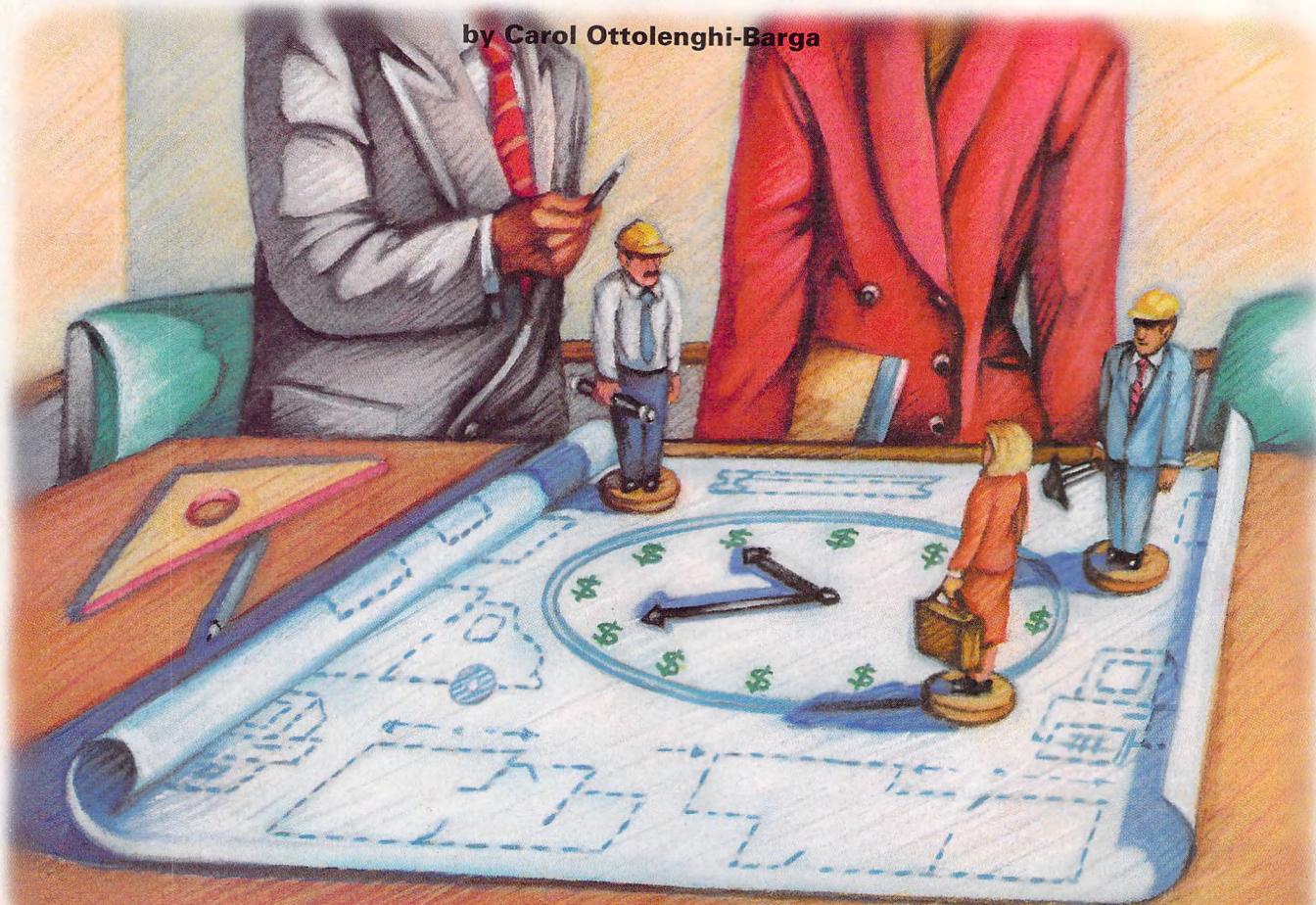
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by Carol Ottolenghi-Barga



DOUG BOWLES

The Big Blueprint

PERSONAL ENTERPRISE

Where to GO

Project and Cost Management Forum
GO TCMFORUM

Project and Cost Management Vendor Forum
GO TCMVEN

► **A plan uniting time, money, and people is the goal in the Project and Cost Management Forum.**

Ask a seasoned businessperson about the keys to successful project management and you'll likely hear a litany of complex terms such as "cost engineering" and "value analysis." Member David Schmaltz's answer is much simpler. He posted a message in the new Project and Cost Management Forum stating that all project management follows certain basic tenets, regardless of how mundane the project. In his opinion, it has a lot in common with washing dirty dishes: "Pans wash faster if they're organized," "You can limit the amount of rework if you have naturally high standards and understand the standards of those you supply," and "No one understands how important the unimportant players are except the unimportant players themselves."

"I actually *did* learn much of what I believe true about project management [while] washing pots in the basement of the Hotel Magee in Bloomsburg, Pennsylvania," says

Schmaltz, president of Ontara Corp., a project-management training and consulting firm in Santa Clara, California.

Successful project and cost management are fundamental business goals. Every business wants to minimize costs and maximize efficiencies, and managers across professions rely on tools such as cost estimating, project planning and scheduling, and financial analysis to stay on time and under budget. Discussion of these concepts is at the heart of the Project and Cost Management Forum. In addition to impromptu and scheduled discussions on all types of project-management issues, the forum also offers a wealth of files listing related software vendors, professional organizations, and educational institutions, information on certification programs, and downloadable electronic issues of *Cost Engineering*, a journal published by forum sponsor AACE International.

AACE International, a Morgantown, Carol Ottolenghi-Barga is a freelance writer and public-relations professional based in Columbus, Ohio.

West Virginia-based association that promotes Total Cost Management (TCM), is devoted to practices that improve planning and controlling resources, costs, profitability, and risk. Total Cost Management, explains sysop Christian Heller (who also serves as AACE's director of technical operations), extends traditional project management to the entire life cycle of a project, as opposed to the incremental steps that get it up and running.

"[The forum is for] anyone interested in management of projects and cost," says sysop John Hollmann, project cost estimator with Eastman Kodak in Rochester, New York, and AACE member. "The forum's membership includes professionals in engineering, construction, software development, manufacturing, health care, and government."

Heller welcomes the diversity among membership. "Total Cost Management applies to every faction of industry, from Walt Disney to Exxon," he says. He remembers his initial surprise when he learned that certain engineering and economic methodologies, such as cost estimating, overlap disciplines. "The tools and resources are out there, ready for people to use," he says. "But people don't look beyond their own discipline. We want this forum to encourage cross-pollination between fields."

Sysop Ron Buonocore, a former reliability engineer for Western Union and founder of Manif Associates Inc., a New York industrial education and counseling service, thinks the multi-discipline forum is long overdue. "Each industry has independently reinvented the wheel and its own version of project management over and over again," he says. "This will bring everybody out of the closet."

Members agree. "The rate and quality of information exchange in the message section are nothing short of amazing," says sysop Theodore C. Fowler, managing principal of Fowler & Whitestone, an international value-analysis consulting firm in Dayton, Ohio, and an officer in the Society of American Value Engineers. Many of the forum's active members, such as Harvey A. Levine, founder of the Project Knowledge Group in Saratoga Springs, New York, and past president and chair of the Project Management Institute, have engineering degrees or

similarly fit the traditional technical project-management mold. But others further afield are recognizing the forum's potential, too. Buonocore remembers the thorough online advice posted when a teacher asked for help scheduling a school play. And Hollmann notes that more and more service-oriented companies that traditionally resist project-management ideas—such as banks and health-care organizations—are taking an interest. For instance, activity-based costing, he says, is being used to determine the cost of setting up checking accounts.

Nancy Delain, owner of Delain Associates, a technical communications and training consulting firm in Schenectady,

PERSONAL ENTERPRISE

P&C "Study" Habits

Graduates of the best MBA programs often say they learned as much in study groups as they did attending classes. That kind of collaborative, topic-specific brainstorming and debate occurs online in the Project and Cost Management Forum's Section 12, "Study Groups."


In this case, study groups consist of planned message threads that forum members may join at any time. Each topic is moderated for about two weeks, usually by a sysop or member who suggests the business concept at hand. Not surprisingly, most topics in some way address the notion of project or cost management. Members have set their problem-solving sights on public confusion about the role of project managers and project-management software; how it's affected by organizational change; how evolving technology impacts it; and the value of civility in business settings. Completed study groups are summarized by the moderator and filed in the library for members who couldn't attend and for future reference.

Sysop Christian Heller considers the study groups as good as, and perhaps better than, real-time forum conferences. He says the AACE has members in 78 countries and that different time zones can exclude many members from participating in real time. And the study-group arrangement, he says, helps "focus the membership. It seems that participants make a little more effort to give a thoughtful response."

Lists of study-group rules and upcoming topics are available in the forum's corresponding "Study Group" library.

New York, is one such project-management newbie. She signed onto the forum a few months ago for a very simple reason: "I wanted to do projects in the most cost-effective way," she says. Delain started with a query about the best way to break down the costs for a proposal she was writing for a government-contract bid. She was surprised by the interest forum members took in her query: "One man stayed online with me for close to an hour, answering my questions," she says. Using the forum's real-time conferencing feature, he asked her questions about her business and the proposal, and he gave her specific tips for improving the costing section of the document. Since then, Delain has tried to give others the moral and practical support she received that day. "I answer questions when I can," she says. "There is a tremendous amount of experience [here], and the experts are giving free advice."

Jeff Wieckert, president of Wieckert Consulting, a St. Louis, Missouri, firm that specializes in helping small businesses use technology, tapped the forum for some free software advice. One of his clients, a local retailer, was attempting to expand nationally and needed software to help coordinate several interrelated tasks—land purchase, building, hiring and training. Wieckert carefully designed his question to include all his needs and was pleased with the directness of the response. "There are still some hurdles," he admits, "but the answers were pretty much on track. A lot of people got into specifics."

Currently, the AACE's monthly journal, *Cost Engineering*, is available in private AACE areas accessible to paid association members, and Heller would like to add AACE certification study courses and even exams online. "Our overall effort is to provide more services electronically," he says. He notes that one P.M. consultant calls in regularly from the jungle outside of Singapore. "For him," Heller says, "online communication is a major means of maintaining an up-to-date understanding of what's going on in the field. The forum is how he stays in touch with the rest of reality." 

See "Saving While Spending: P&C-Related Downloads," p. 40.

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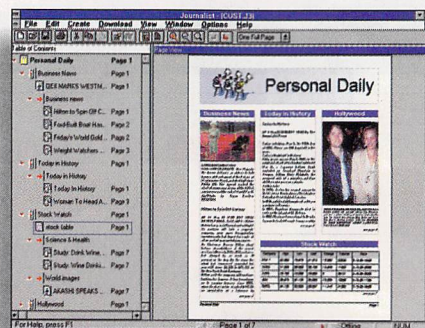
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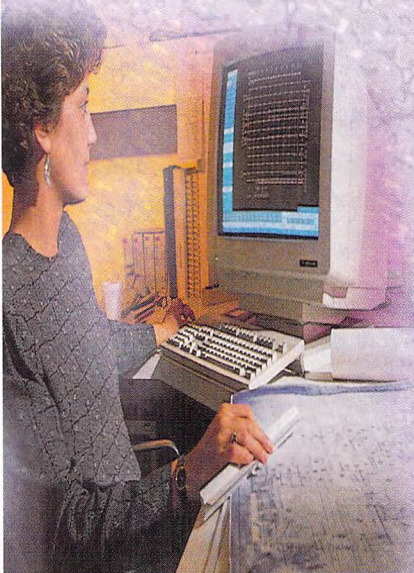
GO OLI for more information.



Saving While Spending: P&C-Related Downloads

From metaphysics to shareware to some really quirky humor, the Project and Cost Management Forum's libraries are full of files for anyone with an interest in minimizing costs and maximizing efficiency.

For additional information about specific project- and cost-management products, visit the new Project and Cost Vendor Forum (GO TCMVEN).



What Is TCM?

A summary of each of the elements of Total Cost Management and their application as envisioned by the AACE. Library 1, "General Information," TCM_ID.TXT (2,864 bytes).

Choosing Software

Drowning in a sea of competing marketing claims? "How to Select Business Software" is a short white paper for users, developers, and management. Library 1, INFMOD.ZIP (21,744 bytes).

Choosing a Computerized Critical Path Management Scheduling Package

Taken from the New Critical Path Method, this evaluation checklist emphasizes the data and calculations necessary for building, updating, and analyzing a CPM network schedule. Library 3, "Plan and Schedule," EVAL001.TXT (44,106 bytes).

A Plan

Version 2.31 of this shareware designed to plan small to mid-scale jobs. Library 3, APLAN23.ZIP (915,413 bytes).

Open Plan

Demo of Open Plan Professional for Windows, including bar chart, histogram, S-curve, spreadsheet, and skill-scheduling features. Library 3, OPWDEM.EXE (1,041,219 bytes).

SAVE Newsletter

June 1995 issue of Interactions, put out by the Society of American Value Engineers in Rich Text Format (RTF). Library 6, "Value Analysis," INTJUN.RTF (30,039 bytes).

Making the Grade

Lists educational institutions providing programs in project and cost management, value analysis, and value engineering. Library 6, COURSE.RTF (5,408 bytes).

Civility in Business

Background for a study group in ethics and civility in project management, furnished by the Foundation for Community Encouragement. The foundation was co-founded by author Scott Peck, whose works prompted the study group. Library 12, "Study Group," FOUNDCOM.TXT (10,255 bytes).

Selling Project Management

Study-group thread discussing the difficulties and options in outlining the benefits of project management to business. Moderated and prefaced by Dan Cooperider. Library 12, STUDY.001 (74,703 bytes).

Are the Pros Just Computer Jockeys?

Study-group thread moderated and prefaced by sysop Ron Buonocore. Library 12, STUDY.002 (113,842 bytes).



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by Howard Rothman

Planeloads of Info

► Pilots, airline pros, and fans of "winging it" get news in two new aviation info centers.

For more than 30 years, the Aviation Week Group has reported on the aviation world's most important trade event: the Paris Air Show held in Le Bourget. In June, when the magazine's editors once again traveled to France for the exhibition, they produced their first cyberspace edition on CompuServe, providing members nearly real-time access to daily news reports and color photos, uploaded from the show, of exciting new aircraft and sensational flying displays. However, at least one CompuServe member complained after the first day's coverage that far too many of the uploaded images showed grounded aircraft. Not one to ignore his readership, Dick Aarons, new-media editor and editor-in-chief of

Business & Commercial Aviation Magazine, reading AWG Forum messages in Paris, quickly instructed his photographer to start shooting more planes in the air. "I realized the basis of journalism as

I understood it had changed; a reader had altered the course of our coverage in mid-step," says Aarons.

Such interactivity and special-events coverage are central to AWG's overall online effort, Aarons says. Now, with the launch of the Aviation Week Group Information Center and the Aircraft Owners and Pilots Association (AOPA) Online, pilots, crew members, air-traffic controllers, industry-support personnel such as engineers and designers, and even "civilians" simply enamored of flying have access to two services that provide a wide array of relevant resources and the ability to keep in contact with other professionals and enthusiasts.

Aviation Week Group Information Center

The McGraw-Hill Companies' Aviation Week Group is a leading publisher of such aviation periodicals as *Aviation Week &*

Colorado-based writer Howard Rothman's newest book is All That Once Was Good: Inside America's National Pastime (PendletonClay Publishers, 1995). His CompuServe User ID number is 75162,2124.

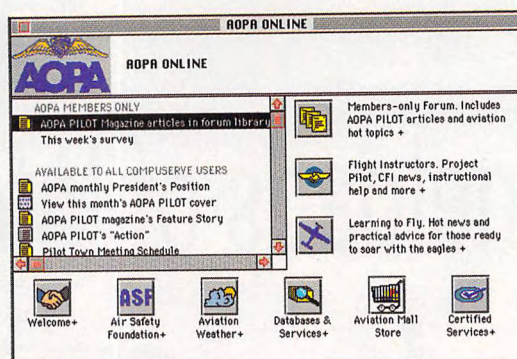
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Where to GO

AOPA Online
GO AOPA

Aviation Week Group
Information Center
GO AWG

Flying high: Starship 2000A (top) and Cessna Caravan (right).



Fly through Aviation Week Group and AOPA services with easy-to-use menus.

Space Technology and *Business & Commercial Aviation Magazine*. From a graphically enhanced menu, members can access AWG's resources by clicking on the appropriate icon.

At AWG's heart, according to Aarons, is AWG News, a collection of major news items and significant graphic images culled weekly from all AWG publications including its nine aviation/aerospace newsletters that include *Aviation Daily*, *Airports*, *Aerospace Daily*, and *Aviation Europe*. This exclusive coverage has included an intriguing story on U.S. Air Force pilot Scott O'Grady's heroic rescue from Bosnia earlier this year, focusing on Serbian surface-to-air missile capability and ways the U.S. military plans to

deal with it in the future. If you want to know which airline recently posted the best on-time performance (Alaska Airlines) or if an airline fuel tax might be passed on to consumers, AWG News will have the details. Newsworthy GIFs have ranged from a shot of the first Titan 4 launch to in-flight views of NTPS Saab TF-35 Draken fighters.

AWG's Reference Center archives stock a year's worth of back issues from AWG's top periodicals—more than 7,500 articles—covering commercial airlines and industry reports from past AWG publications, including full texts of *Business & Commercial Aviation Magazine*. The Reference Center also contains compre-

hensive databases such as AWG Pilot Reports, which provide detailed aircraft information, including reports on Gulfstream and Cessna's Citation X.

The AWG Forum, where anyone from pilots and mechanics to airline passengers and enthusiasts can trade news and opinions about flying and the aircraft industry, has message sections and libraries covering topics such as air carriers, military aviation, piloting/safety, training/simulation, and career network. Other icons on the AWG menu give access to the Graphics Gallery, with images of commercial and military aircraft and helicopters; Letters to the Editors; and Offers and

RANDOM ACCESS

Plane-ly Informative: Files From Flight-Related Forums

You don't need a pilot's license to download interesting flying- and aviation-related files from CompuServe. Below is a sampling of the text and image documents available in the Aviation Week Group Forum and the AOPA Forum:

AOPA FORUM (GO AOPA)

Aircraft Directory

Buyer's guide listing aircraft manufacturer, vital statistics, and base price. Library 2, "Aircraft Ownership," AIRCRAFT.ZIP (23,085 bytes).

Pilot Article

Article on weather in the Hawaiian islands as it relates to flying, from AOPA *Pilot* magazine. Library 4, "Pilot Magazine," WXW1091.TXT (10,245 bytes).

Mexico Pilot Report

One member reports on a recent flying trip to Puerto Vallarta and Baja. Library 6, "Travel Destinations," MEXICO.TXT (31,513 bytes).

Fly Alaska

AOPA's Alaska Flight Guide. Library 6, ALASKA.ZIP (33,421 bytes).

Cessna Citation

Color GIF image of the Cessna Citation in flight. Library 10, "Graphics Gallery," CITATION.GIF (44,941 bytes).

Lear Jet

Color GIF image of a Lear Jet flying over earthy terrain. Library 10, LEAR.GIF (69,651 bytes).

AVIATION WEEK GROUP FORUM (GO AWGFORUM)

Forum Logo

The Aviation Week Group Forum logo in color. Library 1, "General Information," HMLOGO.GIF (9,299 bytes).

Training Facilities

List of aviation-related training facilities provided by the World Aviation Directory. Includes, by country (and alphabetically within each country), the name, address, and phone/fax numbers of each facility as well as a brief description. Library 3, "Training/Simulation," TRAINLST.TXT (952 bytes).

Space Shuttle


Photo composite of the U.S. Space Shuttle. Library 13, "Photos & Graphics," SHUTTLEC.GIF (69,248 bytes).

Fokker 70

Color GIF image of a Fokker 70 aircraft in San Diego. Library 13, FOKKER70.GIF (49,762 bytes).

Shuttle Composite

Color GIF image of the space-shuttle launch, created as a photo composite. Library 13, SHUTTLEC.GIF (69,248 bytes).

A man in a dark suit, white shirt, red tie, and straw hat is reclining on a thick palm tree branch. He is barefoot and holding a black briefcase in his right hand. The background shows a tropical beach with white sand, turquoise water, and a clear blue sky. The palm tree's fronds are large and green, framing the scene.

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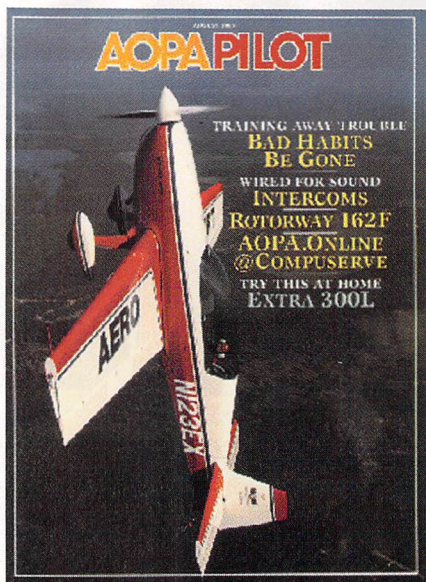
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AOPA Pilot magazine has its own online hangar.

Services, where members can subscribe to AWG publications.

AOPA Online

While AWG focuses on the commercial end of aviation, members of the Aircraft Owners and Pilots Association, the world's largest general-aviation organization, are probably more familiar with the inside of a


Cessna Citation or a Piper Malibu Mirage than a Boeing 747.

AOPA, founded in 1939, has more than 335,000 members who own and fly the 180,000-plus civil aircraft in the U.S. AOPA Online's enhanced menu provides current and would-be pilots with a comprehensive information resource that is laser-focused on the world of aviation. Just like the organization itself—which aims to make flying “more useful, safer, less expensive, and more fun”—this cyberspace flight center combines invaluable information required by veterans with helpful resources desired by newbies and wannabes.

AOPA Online focuses on the aviation enthusiast, sysop Mark Phaneuf explains, by offering round-the-clock access to safety information and relevant databases (on aviation schools, maintenance facilities, parachute-rigging examiners, aircraft-registration files, and more). Plus, members can view the cover and read the feature story from the organization's magazine, *AOPA Pilot*. Click on the Learning to Fly icon to read the inspiring “Why I Fly” section, with essays by author-pilot Stephen Coonts and new pilot

Dan Namowitz, as well as biographies on a flying sheriff's deputy from Florida and a woman who secured a pilot's license when her husband's was rescinded for medical reasons—so they could still fly together.

Phaneuf also points out the area's weather-graphics resources: complete details and up-to-the-minute full-color maps produced by the Jeppesen JeppLink weather service. AOPA Online also provides the capability to electronically file U.S. and international flight plans directly with the FAA, and to locate the lowest gasoline prices on a route or within a state.

The AOPA Forum message sections include “Aviation Q&A,” which has seen discussion on medical constraints placed on pilots and insurance concerns faced by instructors; *AOPA Pilot* magazine, the association's official voice; “Travel Destinations,” where members seek advice on good “fly-in's” and how to get there; “International AOPA,” where members worldwide trade tips on flying in their respective countries; and flight-oriented software programs in “Aviation Computing.” 

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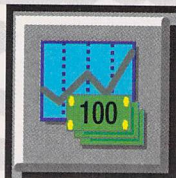
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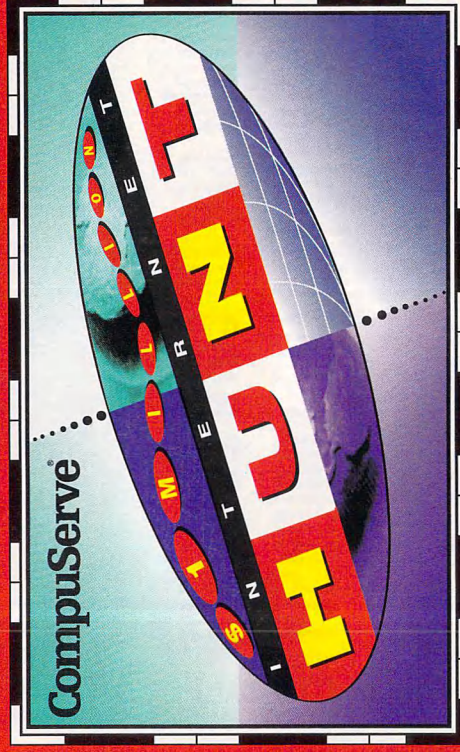
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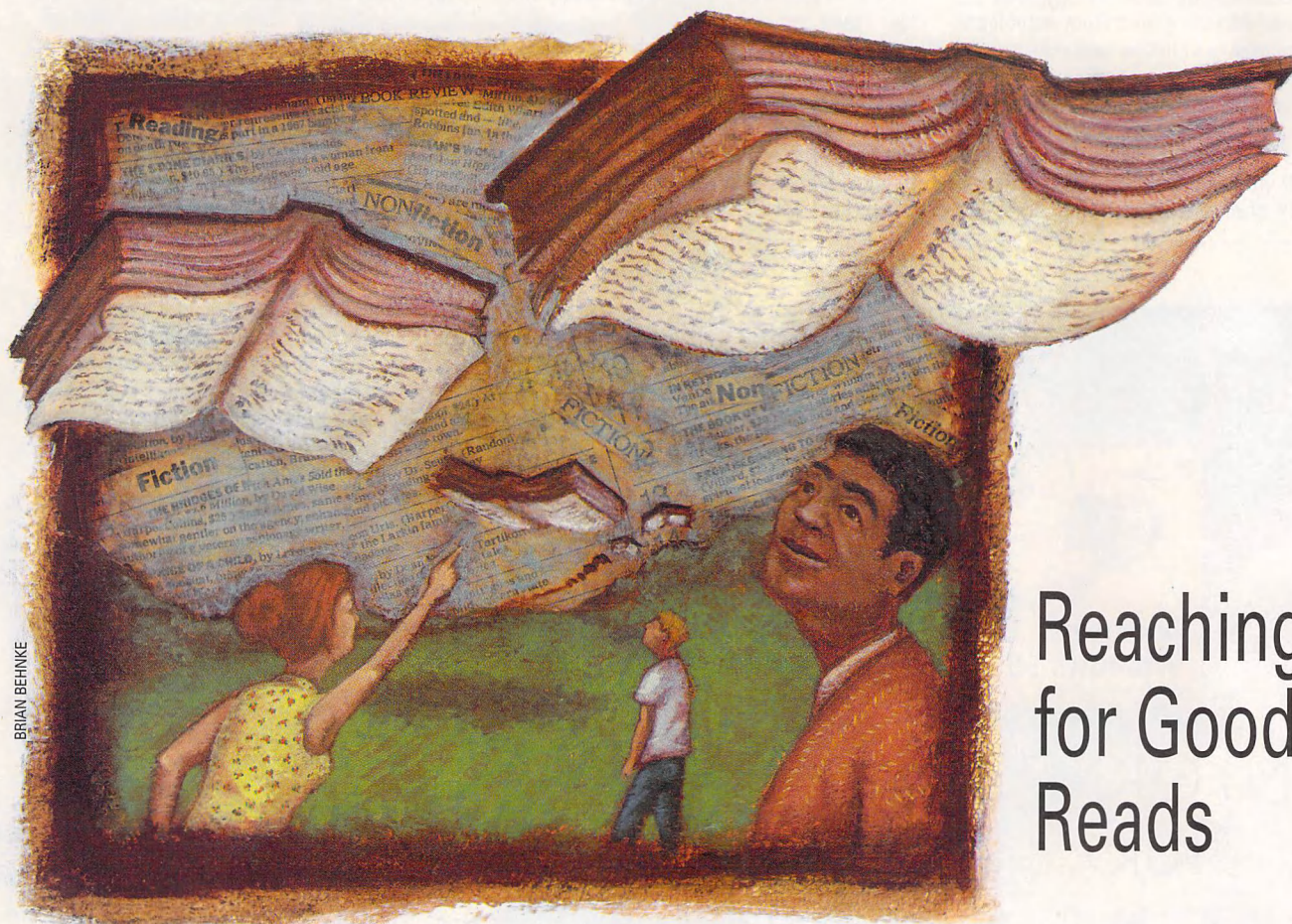


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by Holly G. Miller



BRIAN BEHNKE

Reaching for Good Reads

► Book lovers separate the page turners from tree wasters.

Book lovers faced with the dilemma of splurging on a hardbound best-seller, holding out for the paperback, borrowing from the library, or waiting for the movie now have a number of book-related forums and databases to turn to online.

Several searchable databases and a new forum let book buffs preview a title before its release, skim a couple of sample chapters, compare reviews by American and British critics, swap recommendations during online discussions, and chat with readers all over the world (and possibly even authors).

Book Review Digest

Ever been intrigued by a book's title but don't know anything else about it? Book Review Digest lets you search for more details that will help you find the book at your favorite bookstore or library.

The database yields two types of information useful to readers of English-language adult and children's fiction and nonfiction published since 1983. First, each entry begins with a detailed citation that lists author, title, publisher, date of publication, and number of pages and illustrations.

Second, each reference includes two or more capsulated reviews that offer different opinions of the same title. The critiques are abridged from a list of well-known publications that range from the *London Review of Books* to *Smithsonian*.

For instance, a search of the title *The Bridges of Madison County* yields such information as author, date published, ISBN number, publisher, price, a synopsis, and reviews from *Newsweek* and *The New York Times Book Review*.

Book Review Digest adds transaction charges to the regular connect rate, and a running total is displayed on the menu pages. Search methods vary and are explained in Guidelines on the main menu, but most references can be found by subject or title words, author name(s), person named as a subject, or publication year. Choose Book Review Digest Example from the menu to

see a sample of typical search results before beginning your own search. Although the search process is easy to follow, many choices are required as the focus narrows. If you need help, type H wherever the system indicates H for Help is available. For more personal assistance, you can type

SOS, which connects you interactively to an online research specialist who can answer questions and interpret results.

UK Book Reviews

London-based book reviewer Leo Zanelli, literary editor at Central Press Features, Britain's oldest press agency, uses a five-star rating system in this service to alert readers to British best-sellers that are "absolutely compelling" (five stars) and warn against titles he classifies as "perfect-bound cures for insomnia" (one star). Ever the gentleman, Zanelli dishes criticism with just enough wit and insight to

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make even a negative review a worthy read. Its contents are updated weekly, and featured books run the gamut from autobiographies and essays to fiction and reference.

Zanelli's reviews are available for the top 10 hardback books in the U.K., the top 10 paperback books in the U.K., and new U.K. titles. Search All Book Reviews contains more than 300 entries and allows the browser to search by title, author, or rating. For exam-

ple, someone looking for a good book without regard to genre can narrow his quest to titles that earned at least three-star reviews (which Zanelli considers well worth reading).

Each UK Book Review entry begins with the basics: title, author, publisher, price in pounds, length, and rating. A six- to seven-paragraph synopsis of the book follows and

tells enough to pique readers' curiosity but stops short of admitting that "the butler did it." Zanelli knows better; he is a serious reader who not only can compare P. D. James's latest mystery with

her last thriller but also can comment on how the book might be received differently by American and British audiences.

Books in Print

British Books in Print

Before going through the sometimes frustrating search for a book, it's helpful to make sure it is still being produced. Books in Print and British Books in Print are two different databases that display identical menus, use similar search techniques, and produce nuts-and-bolts references. The important difference is that Books in Print contains citations from books distributed in the States while British Books in Print offers the same information for books published in the United Kingdom.

Unlike Book Review Digest and UK Book Reviews, these two databases offer no synopsis or opinion of a book's content. A typical search yields author, title, publisher, date of publication, edition, binding (paperback or hardbound), and list price (dollars for Books in Print, pounds for British Books in Print). Entries are limited to books currently available, soon to be released, out of print, or recently out of stock. This information is helpful to have before driving to the nearest bookstore and waiting for a clerk to look it up.

The secret to a successful search is to be as specific as possible. For example, if you begin a search by specifying only that you are interested in travel books, you will be overwhelmed by titles. If you narrow the search to books about travel in France written by Peter Mayle, your reward will be a more manageable list of four. Once a search is complete, the screen displays up to 10 titles and a menu of possible actions. Among the choices: you can ask to review additional titles in groups of 10; retrieve the full citation for a book, one title at a time; or launch another search. Each action carries a fee, and a running total is displayed on the menu pages.

Book Preview Forum

The Book Preview Forum alerts readers to coming attractions even before new titles are stocked on bookstore shelves. According to sysop Alex Krislov, the forum gives major publishers and small presses alike the chance to show their new offerings. "We suggest that publishers bring us their promotions, ideas, and titles so forum members can see what's available in bookstores worldwide," says Krislov.

News from the book publishing world is available in the Preview Forum; Library 18, "News Releases," contains publishers' an-

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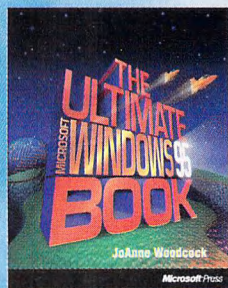
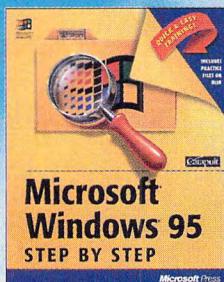
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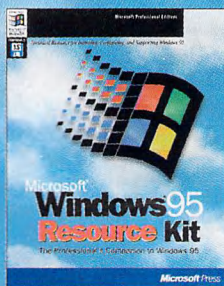
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nouncements of new books and occasional biographical sketches of the authors; Library 21, "Catalogs," lists current offerings from individual publishing houses. Other sections are devoted to specific genres and include politics, romance, mystery, science fiction, fantasy, and horror. The two newest sections are "Agents," geared to author representatives, and "ABA," for booksellers.

The Book Preview Forum joins two other forums in the Literary Forum Group: the Writers Forum (GO WRITER) and the Literary Forum (GO LITFORUM). Each fills a distinct niche, although a common thread—an appreciation for books—binds them, their activities, and members to-

gether. For example, when James Finn Garner, author of the best-selling *Politically Correct Bedtime Stories* (Macmillan, 1994), visited the Preview Forum in June, members of the Literary Forum and Writers Forum were invited. An excerpt from Garner's sequel, *Once Upon a More Enlightened Time: More Politically Correct Bedtime Stories* (Macmillan, 1995), was available in the Preview Forum's Library 4, "Humor," in advance of his conference, and was noted in a message posted in all three forums. ☐

Holly G. Miller is the author of 14 books and teaches writing at Anderson (Indiana) University. Her CompuServe User ID number is 70007,2345.

A Novel Idea: Curl Up With a Good Disk

By the time hand-held computers are as available and affordable as pocket calculators, Michael Hart plans to offer 10,000 "E-texts" online, making reading books on computer as easy as carrying around a paperback.

Hart, an adjunct professor of E-text at Illinois Benedictine College, and his 500 volunteers at Project Gutenberg have one goal: to "give away" 10,000 books online by the year 2001. The collection of more than 135 titles, including such classic works of literature as *Moby Dick*, *Alice in Wonderland*, and *A Christmas Carol*, plus science fiction, history, computer, and reference titles, is available on ZD Net (GO GUTENBERG). The number of available titles is growing at 16 a month, and next year's quota is 400 volumes. That's no minor task, considering a book as small as *Peter Pan* requires more than a week to prepare.

"Some people don't see the value," says David Turner, a Benedictine College administrator and Project Gutenberg volunteer. "But think of it this way: Students can carry around the complete works of Shakespeare on a couple of disks in their back pockets. They can go to the terminals in their rooms, read their assignments, do word searches to locate key phrases such as 'To be or not to be,' and print out pages that they want to study."

The project began in 1989 when Hart built a computer for the campus library

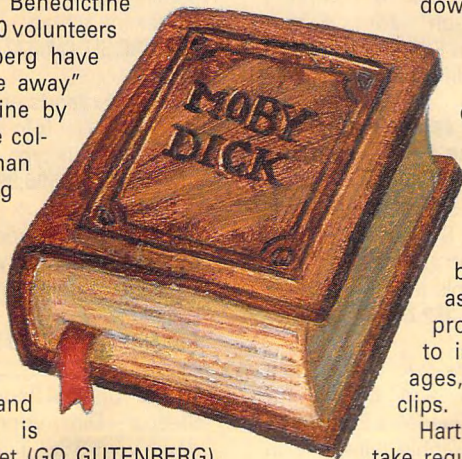
and loaded it with E-texts. "It became the first library in the world where you could pop in a disk and say, 'Give me *Paradise Lost*,'" says Hart. "You didn't have to check out or return books, and you never paid overdue fees."

ZD Net users pay no extra fees to download, unstuff, and read the ZIPped files. An introductory paragraph for each book gives a short synopsis of each file, lists its size, and gives downloading requirements. The books are available as text files, but the project is expanding to incorporate GIF images, MIDI, and movie clips.

Hart says he and his staff take requests for book conversion and try to tune into reading trends. When *Phantom of the Opera* and *Les Misérables* were Broadway's hottest tickets, Project Gutenberg offered the unabridged-text versions of both classics. "We go through phases because we want to give people what they are most likely to read," he says. "We're of the mind-set that the world will be a much better place if hundreds of millions of people read books, rather than just millions."

Project Gutenberg is also available on the World Wide Web at http://jg.cso.uiuc.edu/pg_home.html or via its Internet address: dircomp@ux1.cso.uiuc.edu.

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MAMA MIA!—A new archive in the Cooks Online Forum (GO COOKS), Library 21, "Pizza & Pasta," is devoted to great recipes for these Italian dinner staples. Popular files include Bruce's Famous Pasta Sauce (BFPAST.TXT), Baked Asparagus and Penne Pasta Gratin (BAPGRT.TXT), a low-fat Fettuccine With Marinara and Vegetables (FETMAR.TXT), and Caramelized Onion and Gorgonzola Pizza (COGPIZ.TXT). Recipe files are tiny, most weighing in at 2,000 bytes or less. **T**



REGAINING PRIVACY—Some of the more interesting files in the Consumer Forum (GO CONFORUM) are a series of downloaded texts from San Diego's Privacy Rights Clearinghouse about maintaining your personal privacy in the age of free-flowing information. Subjects covered include what prospective employers can and cannot do in a background check; electronic monitoring of the workplace and cellular-phone calls; laws concerning others' access to government records about you; whether your medical record is an open book for insurance companies; and how to end junk mail as well as telemarketing and other harassing phone calls. Search all libraries

with the wild-card file name FS*.TXT for a selection; files are up to 30,000 bytes in size. **T**

CD-ROM "ASSISTANCE"—OK, OK, maybe it's outright cheating, but with the complexity of some of the interactive CD-ROM games these days, is it any wonder hint and help files have popped up in the Gamers' Forum (GO GAMERS)? Following are some of the popular downloads.

Library 2, "Adventure Games"

Trek Solutions—A "complete solution" to Spectrum-Holobyte's Star Trek: The Next Generation—A Final Unity, with text file and GIF map.

TNGSOLTN.ZIP (23,374 bytes) **T G**

In Idle's Hands—A text walkthrough of Psygnosis's offbeat adventure title Discworld, whose wizard guide is a madly ad-libbing Eric Idle of Monty Python fame.

DISCWRLD.TXT (12,964 bytes) **T**

Moon Tour—Two files: A complete game walkthrough for Access Software's Under a Killing Moon, and three GIF maps of different Moon areas (ZIPped together).

UAKMWLK.ZIP (11,434 bytes) **T**

UAKMMAPS.ZIP (36,131 bytes) **G**

Dumb 'Droid—A short game walkthrough for Origin Systems' Bioforge, in which you play an amnesiac android trying to escape a planet.

BIOFORGE.WLK (8,352 bytes) **T**

Encountering Help—Two files: A text file of shortcuts and cheats for Mechadeus's The Daedalus Encounter, and PCX-format graphic (viewable in Windows' Paintbrush and many viewing programs) showing the layout of the game's central "hub" area.

DAEDALUS.HNT (6,293 bytes) **T**

HUB.PCX (87,764 bytes) **G**

A PIECE OF THE JUSTICE—A reminder that the Legal Forum (GO LAWSIG) contains the text of recent U.S. Supreme Court decisions, uploaded by Kent Scheidegger of the Criminal Justice Legal Foundation. Decisions recently posted include the June ruling that government hiring using affirmative-action criteria meet a "strict scrutiny" test. File names are in the format *.ZIP, where * is the specific case's SCOTUS docket number (e.g., 94-0859.ZIP); each ZIP

file contains two versions of the decision, in ASCII text and WordPerfect format. Two text index files (NUMBER.IDX and NAME.IDX) in the library list available decisions, by docket number and name. File sizes vary; most are in the low end of the 40,000-to-500,000-byte range. **T**

MAC ENHANCEMENTS—The Mac OS/System Forum (GO MACSYS) is a one-stop source of downloads that help you customize your Mac desktop so it looks and runs the way you want it to. Popular recent files include:

Library 3, "INITs/Extensions"

Aaron—This extension transforms your windows, menus, progress dialogs, and other interface elements into the "Copland" style integral to Apple's upcoming System 8 release.

AARON111.SIT (127,616 bytes) **M**

IconWrap—Makes the startup display of your system extensions and control panels march in straight, orderly lines across the screen.

ICNWRP.SIT (21,632 bytes) **M**

Snitch—Expands provided data in applications' Get Info box to include easily editable file type and creator.

SNITCH20.SIT (96,896 bytes) **M**

AutoBuild—No more guessing when it's time to rebuild your desktop database; this extension re-creates it every three weeks.

ABUILD.SIT (35,200 bytes) **M**

Library 4, "Control Panels"

Sleeper—Dims your screen and spins down your SCSI disk drives after a period of inactivity. Has separate sleep time for screen savers.

SLEEP.SIT (76,800 bytes) **M**

Godot's World—Another interface freshener, with Copland/NeXT-style graphics, 3-D buttons, window double-scroll buttons, and application tinting.

GOD168.SEA (273,152 bytes) **M**

Trash It! Strip—One of many modules in this library for System 7.5's Control Strip feature, this empties the Trash without dialogs about locked or busy files. Multiple file/folder and desktop deletions can also be performed.

TRASHL.SIT (11,520 bytes) **M**

Key to Mentioned Files

A Animation	M Macintosh
D DOS	O OS/2
G Graphics	T Text
H HTML Text	W Windows

Library 7, "Utilities"

MasterFinder—An impressive Finder enhancement with fast file finding and several views of info about your files and network. Two versions: one for 68K Macs, another for Power Macs.

MAF68K.SIT (200,192 bytes) **M**
MAFFAT.SIT (388,096 bytes)

Library 9, "Aliases/Icons"

Folder Icon Maker—Creates folders with custom icons using a drag-and-drop interface.

FIM.SIT (25,600 bytes) **M**

Library 11, "Desktop Decoration"

DeskPicture—This utility lets you use your favorite image as your desktop. Has configurable display options and memory/disk-space utilization.

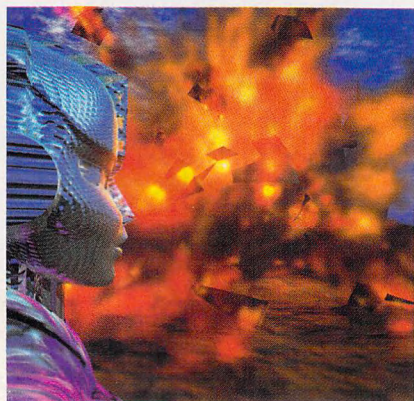
DESKP4.SIT (256,384 bytes) **M**

YOU CAN CALL IT RAY—Looking for nifty computer art to view or use as desktop wallpaper? Start browsing in these Graphics Developers Forum (GO GRAPHDEV) libraries devoted to ray-traced images. Here are a few of the great abstract images with lots of downloads:

Library 7, "Ray Imgs: Realistic"

Ice World—A marble-surfaced orb floats over a mountainous glacier in this image by Steven Blackmon.

ICEWORLD.JPG (64,542 bytes) **G**

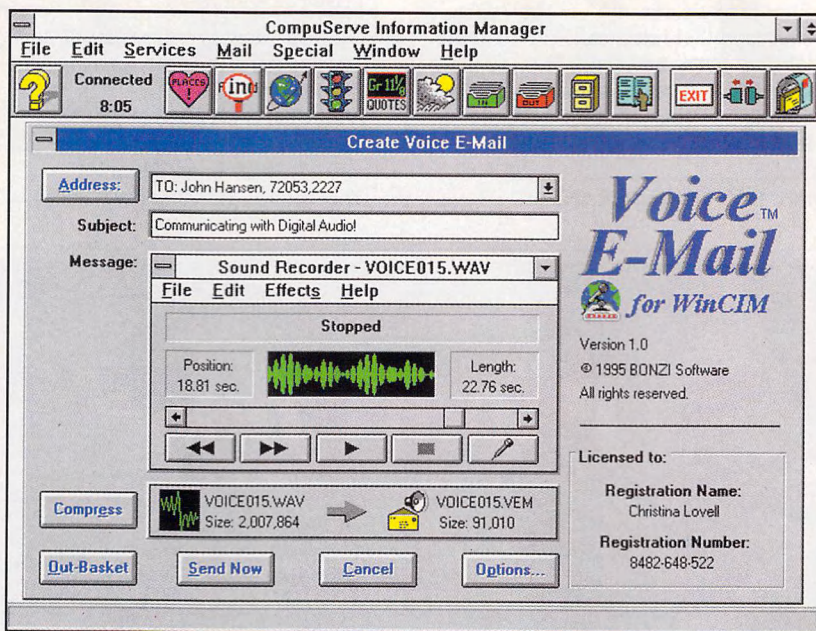


Library 8, "Ray Imgs: Surreal"

Ablaze (above)—Uwe Walter's 3-D art of an explosion witnessed by a robot would take one and a half years to render on a '486 PC. Another of Walter's uploads, the spectacular glass-object *Silk*, would take five years.

ABLAZE.JPG (227,658 bytes) **G**
SILK.JPG (217,351 bytes)

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Phantasmagoria—"A surrealistic cityscape that has a style fitting somewhere between Dali and William Gibson's cyber-future" is how Baback Elmieh describes his unusual creation. **PHNTSM.GIF (171,127 bytes)** **G**

Library 10, "POV Imgs: Realistic"

Fakir's Dream—Parisian Bernard Maitre's image is oddly realistic and abstract at the same time: an avalanche of falling nails. **FAKIRS.JPG (117,398 bytes)** **G**

Library 11, "POV Imgs: Abstract"
The Monolith—Windows users who

have switched to the Windows 95 system will definitely want this as their background: the product's logo etched in a 3-D desertscape. **WNLOGO.JPG (75,346 bytes)** **G**

Library 12, "POV Imgs: Surreal"

Two Surreal—Lloyd Goodbar's *Impossible Cube* simultaneously casts shadows and reflections, while his *Water Walls* studies water as a wall texture reflected in spheres.

IMCUBE.JPG (114,769 bytes) **G**
WATWAL.JPG (227,119 bytes)

STUFF FOR YOUR PC'S SYSTEM—The PC Utilities/Systems Forum (GO PCUTIL) is home to libraries filled with DOS, Windows, and OS/2 utilities and shell programs that let you customize your file storage and handling as well as your desktop.

Library 3, "General Utilities"

AAAUE—This all-purpose utility lets you merge and decode (as well as encode and divide) binary files such as GIF images or programs retrieved from (or being posted to) Usenet newsgroups. ZIP and other decompression is also possible.

AAAUE.ZIP (143,608 bytes) **W**

InVircible—Protects against and recovers from viruses both known and unknown on your PC or network. It also performs "intelligent" analyses of your system's files and memory without using TSRs.

INVB60.ZIP (396,490 bytes) **W**

Library 4, "Multitasking"

Signature Font—Lets you add your handwritten signature to documents created in Microsoft Word and other apps using the keyboard. The font is easier to use and higher in quality than bit-map graphic files.

RPM21B.EXE (79,129 bytes) **W**

Library 6, "File Utilities"

Hunter/Killer File Terminator—Graphical disk utility which scans, sorts, and displays the contents of your hard drive in a bar graph, letting you sniff out and delete disk-clogging files from the largest down.

HNTKIL.ZIP (413,246 bytes) **D**

FmView—A File Manager add-on that determines the format and displays the contents of the currently selected file. More than 60 file formats are viewable, including graphics, ZIP archives, documents, and spreadsheets.

FMVIEW.EXE (402,811 bytes) **W**

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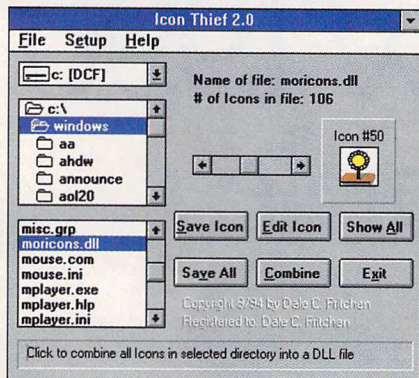
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PhotoShow Pro—A multi-featured image viewing/editing program, with slide show, Usenet image-file merge and decode, format conversion, icon loading/creation, and adjusting of resolution, brightness, and gamma value. **PHOTOS.ZIP** (438,507 bytes) **W**



Library 7, "Desktop Utilities"

Icon Thief (above)—Locates icons embedded in EXE and DLL files, and lets you view and edit them, then save them out to Windows ICO files.

ICNTF2.ZIP (173,240 bytes) **W**

Stickies—A Windows note manager with color and font options, alarms, e-mail support, and sound effects. New "short menus" option conserves system resources.

STKIES.EXE (335,426 bytes) **W**

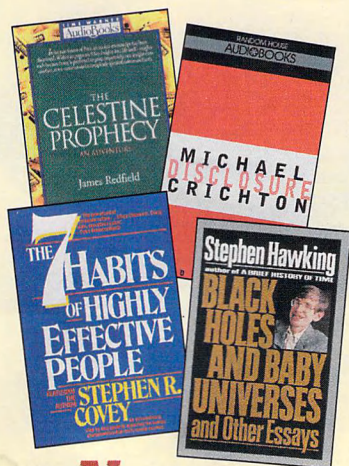
Library 8, "Demos/Misc."

ZipServer—A fast, simple tool for creating, updating, viewing, and extracting ZIP archives (for purposes such as backup), especially over multiple volumes.

ZIP_SERV.EXE (940,465 bytes) **W**

TRAVELING AFOUL—If you're American and prone to globe-hopping, you'll want to visit the Time Warner Crime Forum (GO TWCRIME) for U.S. State Department travel advisories, posted to Library 8, "Terror/Political," by Jack Wilmeth. Advisories contain detailed explanations of "areas of instability," health concerns, and types of personal and business crime common to the affected country (according to the Russia advisory, roving bands of children are known to assault and rob foreigners on Moscow streets). Search the library with the keyword ADVISORY; files are less than 15,000 bytes in size. **T**

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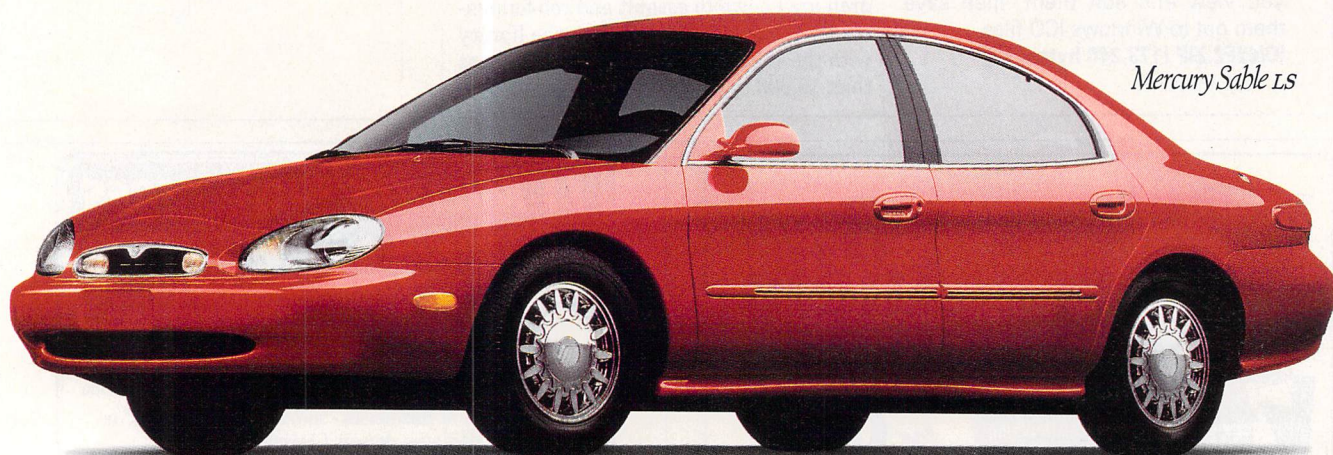
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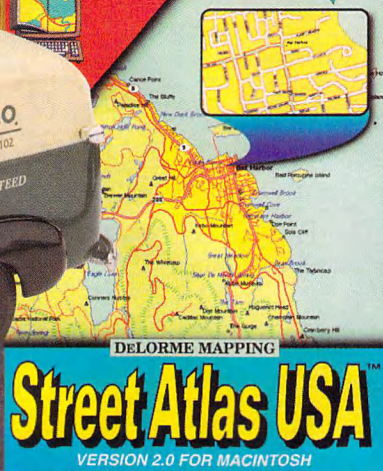
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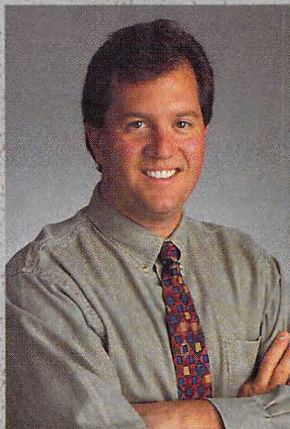
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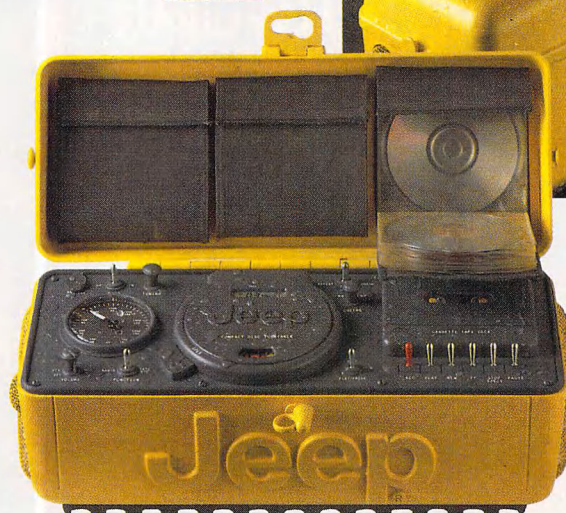
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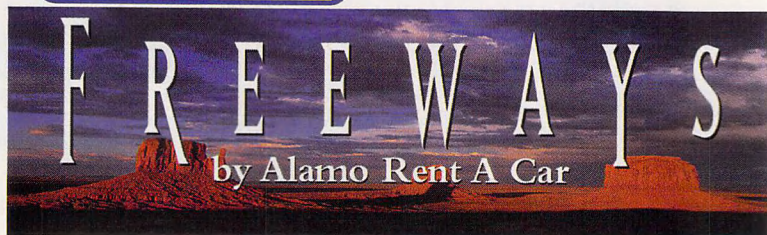
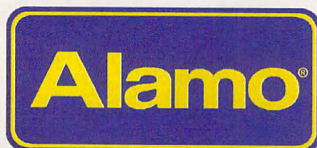
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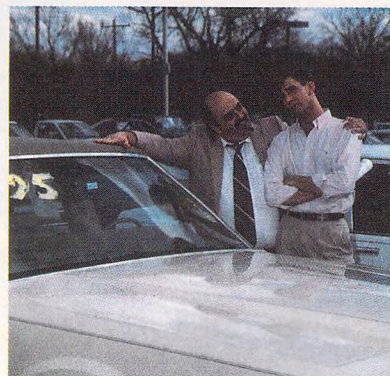
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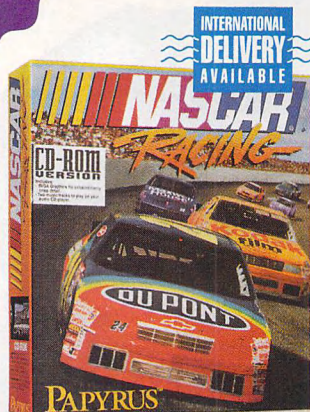


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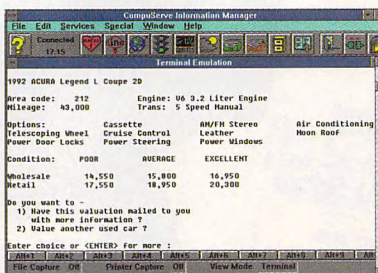




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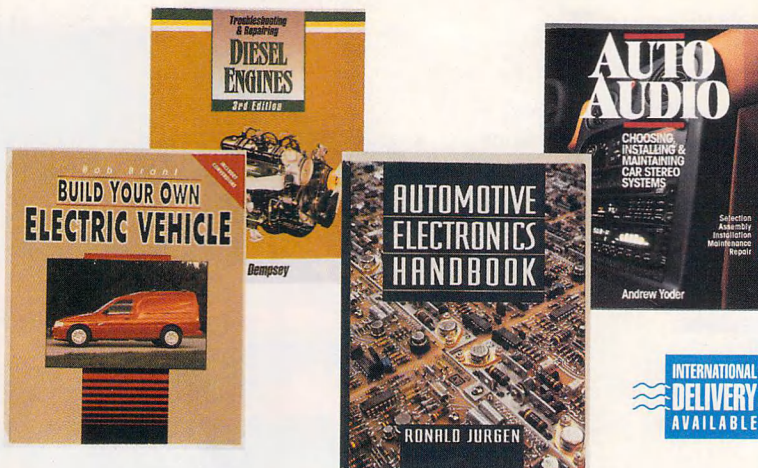
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MACWAREHOUSE. GO MW
MICROWAREHOUSE. GO MCW
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TOYOTA INTERACTIVE. GO TOYOTA



Goodyear announces the new Aquatred II.

The Aquatred II all-season radial is the newest member of Goodyear's famous Aquatred family. Features a deeper aquachannel and a longer lasting tread than the original Aquatred and is backed by a 65,000-mile limited treadlife warranty. Great Aquatred traction now lasts even longer! Check online for your nearest Goodyear dealer.

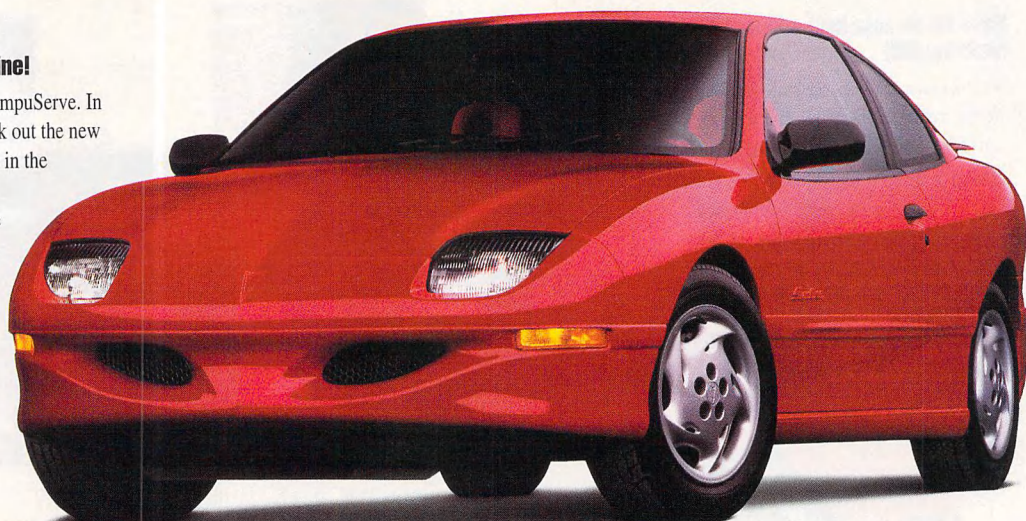
GOODYEAR TIRE & RUBBER COMPANY. GO GOODYEAR



It's driving excitement online!

Pontiac Sunfire is pulling onto CompuServe. In The Electronic Mall section, check out the new Sunfire SE, one of the hottest cars in the US. Catch the sporty styling and performance geared toward active lifestyles. An exciting set of wheels you can really afford!

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GO PONTIAC**



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SUPERHIGHWAY SUNGLASS & GIFTS. GO SUN

#DR6282 (TOP)

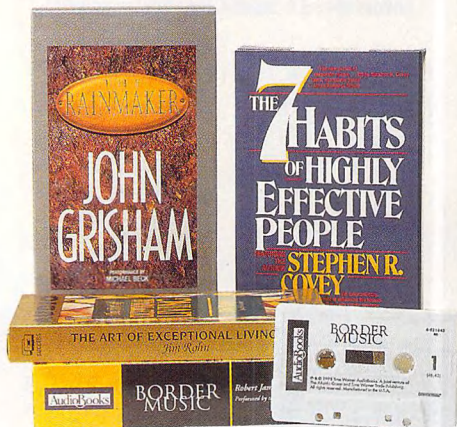
LIST PRICE \$150

SALE PRICE \$75

#DR5222 (BOTTOM)

LIST PRICE \$140

SALE PRICE \$69



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AUDIO BOOK CLUB. GO AB



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JCPENNEY. GO JCP



Save \$25 on the new Krups Crystal Arome Time coffeemaker.

This 10-cup electronic genius filters out chlorine, destroys unwanted chemicals and eliminates germs. Krups exclusive "crystal clear" filtration system features programmable clock and timer for "wake-up" coffee. Black.

CHEF'S CATALOG. GO CC

KRUPS CRYSTAL AROME TIME COFFEEMAKER

LIST PRICE \$115

SALE PRICE \$89.99



Win a Big Red Boat Cruise to the Bahamas! From Compu-Cruise by Rosenbluth Vacations

The Mall's 10th Annual Your Number's Up! contest is more exciting than ever before! If your CompuServe ID number is a winner, you could win the Grand Prize — a fabulous three or four-day cruise to the Bahamas, compliments of Compu-Cruise by Rosenbluth Vacations. (GO CRUISE)



Set sail on a three or four-night cruise from Port Canaveral to a captivating tropical paradise — The Big Red Boat's exclusive destination, Port Lucaya, and historic Nassau in the Bahamas. You'll enjoy gourmet delights, thrilling entertainment, glittering nightclubs, spectacular shows and exciting casino action. Non-stop fun and enchantment are waiting for you on The Big Red Boat!

Grand Prize includes shipboard accommodations for two people on a three or four-

night cruise and all meals and entertainment as provided aboard ship. Includes roundtrip air transportation provided by CompuServe.



Win a Sandals Resort Vacation!

Or, you could win First Prize — seven days and six nights for two at Sandals, the Caribbean's #1 Ultra All-Inclusive Luxury Resorts for Couples Only. Choose from one of six resorts in Jamaica — Montego Bay, Negril or Ocho Rios. You'll enjoy white sand beaches, gourmet dining and a variety of land and water sports. Relax in glorious surroundings, or shop and play to your heart's content. Includes roundtrip air transportation compliments of CompuServe.

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Every week from now through October 16, 25 lucky CompuServe members will have a chance to choose from more than 200 prizes from Electronic Mall merchants when their CompuServe ID number comes up a winner. All qualified CompuServe members have a chance to win. No purchase necessary. You can enter once a day through October 16. GO YNU to explore the online prize showcase. Complete rules online. Get ready, get set, GO YNU!

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As a CompuServe shopper, you are on the leading edge, shopping today the way the rest of the world will shop in years to come — electronically! We are continually striving to expand our roster of stores to provide you with the best products, services and information available. We welcome your comments and suggestions.
GO MALLMANAGER

SHOPPERS GUIDE

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THE ELECTRONIC MALL ELITE. GO ELITE

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two pages for a complete listing by

category of stores and their GO

commands. Then GO MALL to shop

online or to find worldwide shipping

information, payment options, a

detailed product index, a directory

of print catalogs, and the latest Mall

news, events and contests. GO MALL

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APPAREL/DEPT. STORES

- AC Americana Clothing
- AU Austad's Golf •
- BR Brooks Brothers
- HS Hammacher Schlemmer
- HANES One Hanes Place •
- HSV Home Shopping Values •
- ▼ HCS Huntington Clothiers & Shirtmakers ★
- JCP JCPenney ■
- LANDS Lands' End
- LOGOS LOGOS Online ■
- PCSPOR PC Sports
- PFS Paul Fredrick MenStyle
- SR Sears Shop At Home •
- SHOES Stuart McGuire Shoes •
- SVCMER Service Merchandise ■

ARTS/MUSIC/VIDEO

- CD BMG Music Service •
- HIFI Cambridge SoundWorks
- CVA Colonel Video & Audio ★
- ▼ CHOUSE Columbia House Entertainment Center •
- CCV Critics' Choice Video •
- ESTORE Entertainment Drive Ltd. •
- LE The Laser's Edge
- MMA The Metropolitan Museum of Art
- THEPLA The Music Place ■
- PASTTI Past Times
- SGM Sega Mall ■
- VID Time Warner Viewer's Edge •
- MEGAST Virgin Megastore

AUTOMOBILES

- AL Alamo Freeways
- ▼ ISUZU American Isuzu Motors Inc. •
- AI Automobile Information Center
- AV AutoVantage Online •
- CMC Cadillac Motor Car •
- ESCORT The Escort Store
- FC Ford Credit ■
- FORD Ford Electronic Showroom ■
- FMC Ford Motor Company ■
- GY Goodyear Tire & Rubber Co. •
- JCW J C Whitney & Co.
- LM Lincoln-Mercury Electronic Showroom ■
- NISSAN Nissan Interactive
- PON Pontiac Showroom •
- TOYOTA Toyota Interactive

BOOKS/PERIODICALS

- AB Audio Book Club •
- AUTOST Automobile Magazine ★
- BOT Books On Tape •
- ▼ CISN Christian Interactive Shopping Network
- CBK CompuBooks
- DB Data Based Advisor
- DFP Detroit Free Press
- ENT Entrepreneur Group •
- FM The FORTUNE Store
- IW IndustryWeek Magazine
- IUM Information USA
- IB Investor's Business Daily
- JW John Wiley Publishing Online •
- LOS Library of Science Book Club •
- MH McGraw-Hill On-Line Bookstore
- MSP Microsoft Press
- ZONEST The Movie Zone ★
- SHOPNY New York Magazine ★
- NB Newbridge Book Clubs
- PCB PC Publications
- PWM PC World Online
- PM The People Magazine Store
- RANDOM Random House Electronic Publishing
- BK Small Computer Book Club •
- SIA Sports Illustrated Insider Authentics
- TWEPB Time Warner Elect. Pub. Bookstore
- USM U.S. News & World Report
- WGL WG&L/Auerbach
- WHSMIT WH Smith ■
- ZD Ziff-Davis Publishing Online

CLUBS/MEMBERSHIPS/ SPECIAL OFFERS

- AB Audio Book Club •
- AV AutoVantage Online •
- CD BMG Music Service •
- ▼ CHOUSE Columbia House Entertainment Center •
- FREEOU The Free Offer Outlet ★
- LOS Library of Science Book Club •
- ▼ MONEYC Money Book Club •
- NB Newbridge Book Clubs
- DINE Premier Dining •
- SA Shoppers Advantage Online •
- BK Small Computer Book Club •
- TA Travelers Advantage •

COMPUTER HARDWARE/ SUPPLIES

- DP AT&T Online Store ■
- MM A2Z Multimedia SuperShop
- CE Computer Express
- CW CyberWarehouse ■
- DA Dalco Computer Electronics
- DD Digital PC Store •
- DIXONS Dixons ★
- JDR JDR Microdevices
- MZ The Mac Zone/PC Zone
- MW MacWarehouse
- MCW MicroWarehouse
- PCA PC Catalog •
- UKPCWO PC World ★
- SR Sears Shop At Home •
- VEK Vektron Online

COMPUTER SOFTWARE

- MM A2Z Multimedia SuperShop
- ABSOLU Absolut Museum
- BB Broderbund
- CF CheckFree Corporation •
- ORDER CompuServe Store ★
- CE Computer Express
- ▼ CSOFT ConnectSoft
- DD Digital PC Store •
- EP Epic MegaGames
- HTS Hybrid Technical Systems
- JDR JDR Microdevices
- LTM The Lotus Organizer Store •
- MZ The Mac Zone/PC Zone
- MW MacWarehouse
- MCW MicroWarehouse
- MCS Mission Control Software
- PA Parsons Technology
- PCA PC Catalog •
- PWM PC World Online
- UKPCWO PC World ★
- SAF Safeware Computer Insurance
- SD Shareware Depot ■
- SI Sierra On-Line
- SP Softdisk Publishing
- SPDL Softdisk Download Superstore
- VEK Vektron Online
- MEGAST Virgin Megastore



FINANCE/INSURANCE/ REAL ESTATE

- BNBG Bull & Bear •
 INC Business Incorporating Guide
 CTB Centerbank Mortgage •
 CF CheckFree Corporation •
 CMS CMS Home Mortgage Corp •
 CORP The Company Corporation
 CARD CompuServe Visa Store •
 CNL Connecticut National Life Online •
 CIC Continental Insurancecenter •
 DR Dreyfus Corporation •
 FC Ford Credit ■
 ▼ GA General Accident Assurance •
 HRB H&R Block •
 HF HomeFinder by AMS ■
 IB Investor's Business Daily •
 TKR Max Ule Discount Brokerage ★
 MONEYC Money Book Club •
 RELO Relocation Network •
 SAF Safeware Computer Insurance
 TC Twentieth Century Mutual Funds

GIFTS/FLOWERS/ GOURMET FOODS

- FRESH 1-800-FLOWERS
 AIF Adventures in Food ★
 BH Breton Harbor Gift Services
 COF Coffee Anyone ???
 ETHELM Ethel M. Chocolates
 FFS Florida Fruit Shippers ★
 FS Flower Stop •
 FTD FTD ONLINE
 GS The Gift Sender

- GIM Gimmee Jimmy's Cookies
 GMR Green Mountain Coffee Roasters
 HAL Hallmark Connections •
 HAM HoneyBaked Ham Company •
 LBW Liquor by Wire
 UKINTE Interflora (UK) ★
 MMA The Metropolitan Museum of Art
 OS Omaha Steaks
 PASTTI Past Times
 TESCO Tesco Direct (Wine Select) ■
 WK Walter Knoll Florist

HOBBIES/TOYS

- CAMP CAMPMOR •
 SGM Sega Mall ■
 TOM Tomorrow's Child

HOUSEWARES

- BSET Bassett Furniture
 CC Chef's Catalog •
 BEDS Dial-A-Mattress •
 HSV Home Shopping Values •
 JCP JCPenney ■
 ▼ RBM Rubbermaid Commercial Products ■
 SA Shoppers Advantage Online •
 HM Sutherland's HouseMart



MERCHANDISE/ ELECTRONICS

- ▼ BSCE BellSouth Cellular Corp. •
 HIFI Cambridge SoundWorks
 CFD Crutchfield Electronics •
 CW CyberWarehouse ■
 DIXONS Dixons ★
 ESCORT The Escort Store •
 FREEOU The Free Offer Outlet ★
 GTE GTE Phone Mart •
 HS Hammacher Schlemmer
 HSV Home Shopping Values •
 HTS Hybrid Technical Systems •
 JCP JCPenney ■
 SVCMER Service Merchandise ■
 SA Shoppers Advantage Online •
 SUN Superhighway Sunglass & Gifts

OFFICE SUPPLIES/ BUSINESS SERVICES

- INC Business Incorporating Guide
 CORP The Company Corporation
 ORDER CompuServe Store ★
 CARD CompuServe Visa Store •
 HRB H&R Block •
 TTS H&R Block Tax Training School •
 HF HomeFinder by AMS ■
 IUM Information USA
 OFCMAX OfficeMax Online ★
 PWP Penny Wise Custom Print Shop •
 PW Penny Wise Office Products •
 RELO Relocation Network •
 UP University of Phoenix •
 UPS UPS Worldwide Services



PUBLIC SERVICES/ CHARITIES

- CCF Christian Children's Fund
 UW United Way Online •

SPORTS/FITNESS/HEALTH

- AC Americana Clothing
 AU Austad's Golf •
 CAMP CAMPMOR ■
 CL Contact Lens Supply ■
 RX Health and Vitamin Express
 LENS Lens Express
 LOGOS LOGOS Online ■
 PCSPOR PC Sports
 SDV SDV Vitamins ★
 SHOES Stuart McGuire Shoes •

TRAVEL/VACATIONS

- AF Air France ■
 AMZ Amazing Vacations by Rosenbluth Vacations
 CRUISE Compu-Cruise by Rosenbluth
 ESERV eServ Travel Value Network •
 HYATT Hyatt International
 TA Travelers Advantage •



GO MALL



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Shopping in most stores is available to CompuServe members around the world. The following guide will help you with your store selection:

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- UK Only
- Canada Only
- ★ Please go online for details

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Money

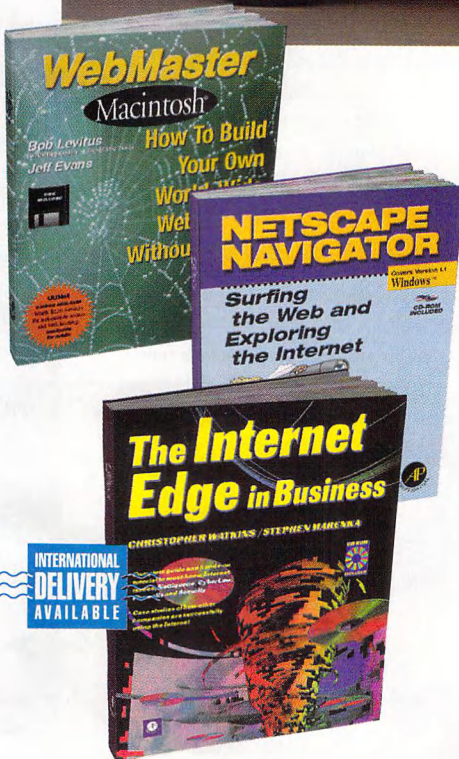




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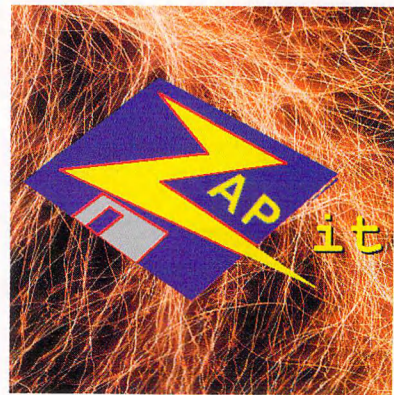
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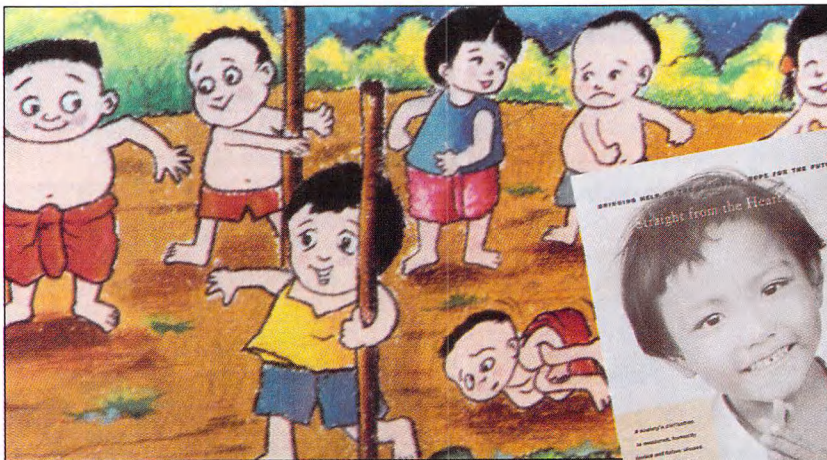
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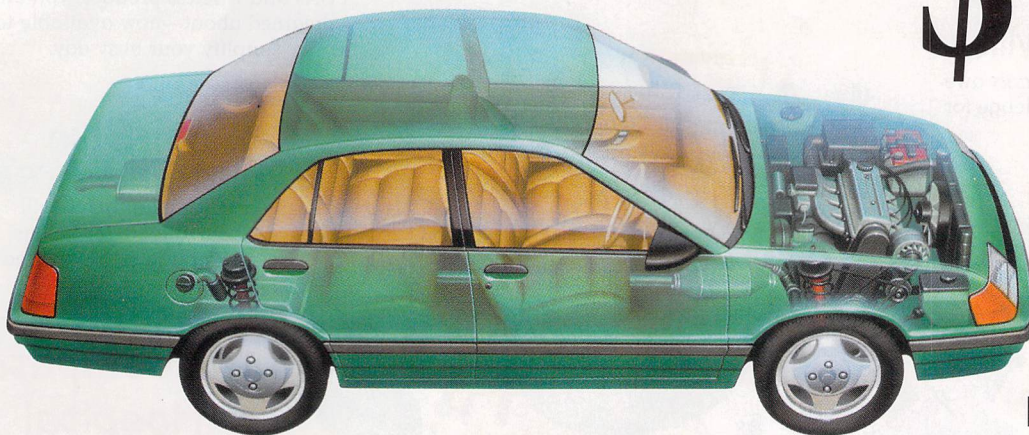
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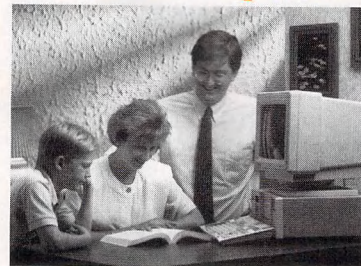


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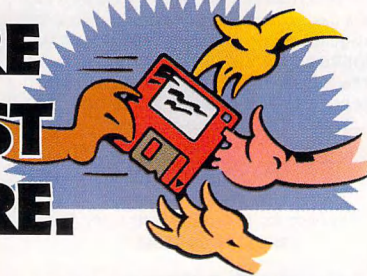
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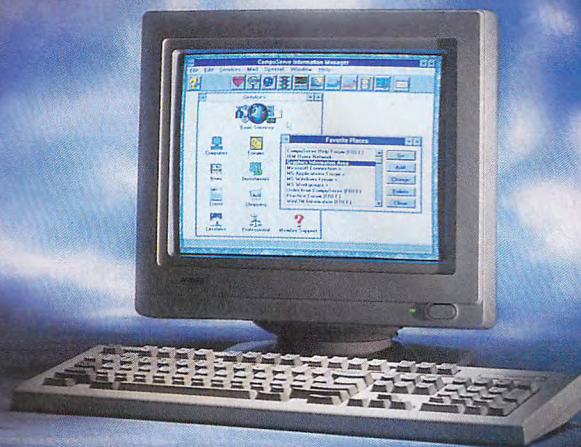
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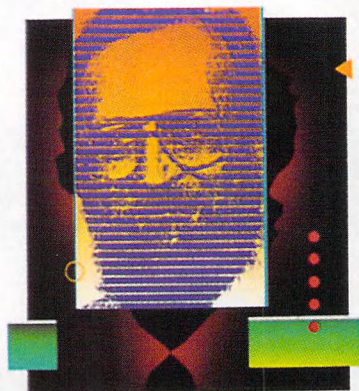
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 **UNITED CONNECTION**

How to Get the Most Out of CompuServe

with Charles Bowen



Charles Bowen is a contributing editor of CompuServe Magazine, author of CompuServe From A to Z, and co-author of How to Get the Most Out of CompuServe, both from Random House.

I'm interested in learning Morse code and want to know where I can find files and programs to help me practice.

Eric Laing
Chicago, Illinois

Your best bet for finding material on Morse code, including some nifty software tutorial programs, is the HamNet (Ham Radio) Forum (GO HAMNET), one of the older forums on CompuServe. HamNet is devoted to amateur radio and related subjects. This includes on-the-air operating, advanced techniques, shortwave listening, satellite television, and packet radio. Browse the libraries with the keyword MORSE and you'll find some good material.

I am looking for an online list of the IATA city/airport codes, such as BOS (Boston, Massachusetts) and BUF (Buffalo, New York). Can you help out?

Hughes Robins
Marcinelle, Belgium

Sure. Check the Aviation Forum (GO AVSIG) and look in its file libraries for collections of International Air Transport Association codes. Search with the keyword IATA.

I participate in a sport called orienteering. Is there a forum that discusses this?

Douglas L. Kohnke
Portland, Oregon

Get to know the folks in the forums of the Outdoors Network (GO OUTDOORS)

Orienteering is a frequent topic, and there are files in the libraries related to the sport. The network includes the Great Outdoors Forum (GO OUTFORUM), Cycling Forum (GO CYCLING), Hunting Forum (GO HUNTING), Fishing Forum (GO FISHING), Earth Forum (GO EARTH), Outdoors News Clips (GO OUTNEWS), and Outdoor Library (GO OUTLIB).

I would like to know how to get current Broadway theater reviews and other information about musicals and plays.

Vincent Meli
Morristown, New Jersey

For reviews and other play-related matters, visit the new Playbill Forum (GO PLAYBILL). Also, click on the Cue icon on New York magazine's main menu (GO NYMAG) to access a Theater Finder containing reviews and images.

I'm looking for information on home exercise equipment. Is there anyplace online where I might find reviews of products?

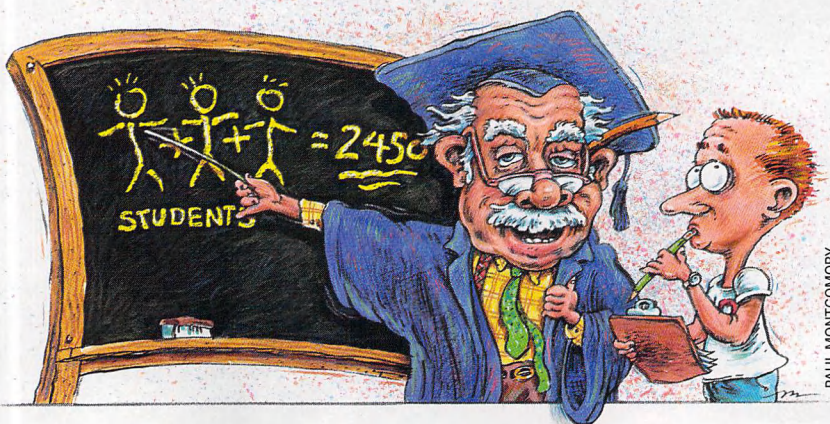
Mike Leininger
Neenah, Wisconsin

Have you checked out *Consumer Reports* online (GO CONSUMER)? Look under Health/Fitness and you'll find articles on bicycles, home gyms, running and walking shoes, ski machines, stair climbers, and more. Also, check in with the folks in the Health & Fitness Forum (GO GOODHEALTH).

Send questions to CompuServe User ID number 70007,411. If your question is answered in this column, we'll give you one free hour of access to CompuServe services.

October Mensa Puzzler

This month's Mensa Puzzler was submitted by CompuServe member Randy Wohl. You'll find the answer in the Mensa Forum's News Flash (GO MENSA). Answers to past Puzzlers are located in the forum's Library 13, "Puns/Jokes/Puzzles."



An intelligent professor, an intelligent teacher's assistant, and three students make up a particular course. All their ages are integers. The professor and the T.A. have the following conversation:

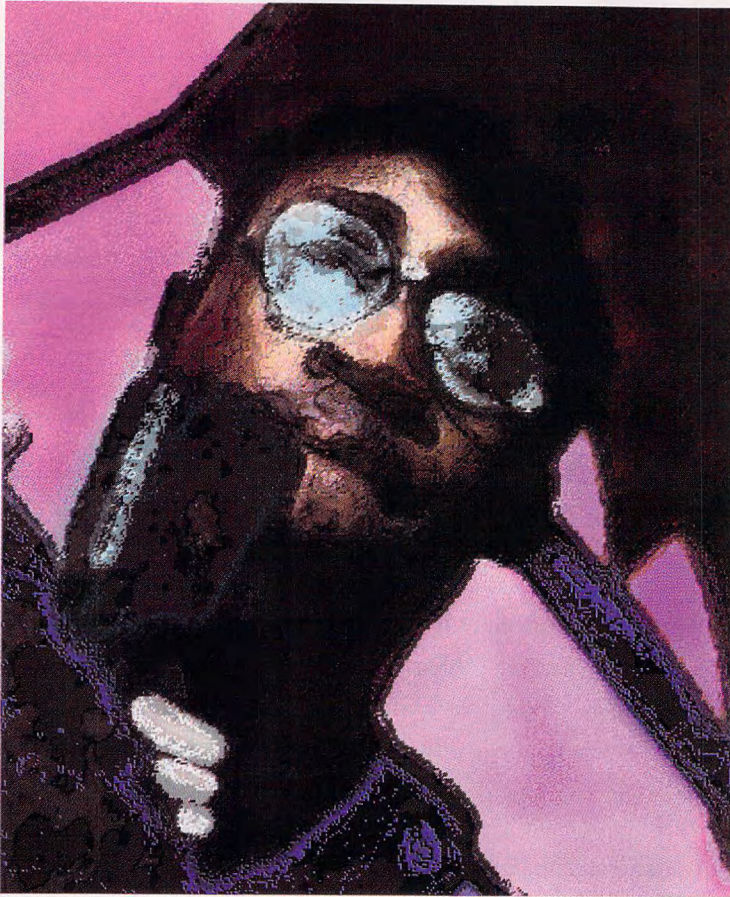
Prof to T.A.: "The sum of the ages of the three students is twice your age. The product of the three ages is 2,450. What are the three ages?"

T.A. to Prof: "I don't know."

Prof to T.A.: "True, you don't. I'm older than all of the students."
How old is the professor?

Do you have a Puzzler that you'd like to share with CM readers? Send your entry of no more than five brief puzzles (with answers) to: Puzzlers, CompuServe Magazine, P.O. Box 20212, Columbus, OH 43220. Include your full name, address, daytime telephone number, and a CompuServe User ID number. Puzzles that are not sensitive to character positioning may be sent by CompuServe Mail to User ID number 76004,3302. If your puzzle is used here, we'll give you one free hour of access to CompuServe services.

Graphic of the Month



CM's Graphic of the Month for October is *Portrait of Posdnuos*, depicting a member of the rap trio De La Soul, by Michelle M. Pessoa. She created the image using Adobe Photoshop 3.0 and a Wacom digitizing tablet. The image is available in the Afro-American Culture Forum (GO AFRO), Library 7, "Music & Musicians," as file DELA.GIF (130,791 bytes).

This month's runners-up are *What Is Out of Place?* by Meher Irani, found in the Computer Art Forum (GO COMART), Library 14, "Beginners' Studio," as file JOKE.JPG (126,557 bytes); and *3D Apartment* by Charles T. Gaushell, found in the Game Developers Forum (GO GAMDEV), Library 13, "Art/Graphics," as file APART.JPG (173,342 bytes).

If you have a favorite image on CompuServe, consider nominating it as a Graphic of the Month. To do so, simply GO GRFMONT and fill out the online survey. If the image you nominate is selected as the Graphic of the Month, you and the image uploader/creator will receive one free hour of access to CompuServe services. Image uploaders/creators are permitted to nominate themselves, but only one free hour of access is applied to each member.

MEMBER ESSAY

Putting a Historic Remembrance in Shipshape

Last year's 50th-anniversary commemoration of D Day in Normandy, France, held special meaning for me. I was the assistant navigator for the USS *George Washington* (CVN 73), the U.S. centerpiece for the event, and had planning responsibilities for the carrier's grand entrance and visitor small-boat navigation. The navy has lots of planning information, but this was a special situation. I needed to find pictures of Portsmouth Harbor, the staging area for all the naval vessels involved in the ceremonies.

I didn't have time to post a forum message, so I signed onto the CB Simulator (GO CB) for real-time action. I looked at member profiles on CB channels and found someone connected from a U.K. node (Portsmouth Harbor is located on the coast of England). By coincidence, this gentleman had a friend who worked at the Portsmouth Harbormaster office and was a CompuServe member. I got several other addresses of members in Portsmouth,

whom I e-mailed and got responses from the next day. One was an airline pilot who was flying to the U.S. He grabbed some 8x10s at the Harbormaster's office before he left. When he got to the States he express-mailed them just in time for the D Day planning meetings. The commemoration was a great success thanks in part to my CompuServe U.K. connection. Planners for the original D Day invasion should have had it so good.

Keith W. May
San Antonio, Texas

Compete for one free hour of access to CompuServe services in *CompuServe Magazine's* monthly Member Essay contest. Write a 200-word essay describing an original way you've used the Information Service and send it to CompuServe User ID number 76004,3302. Include your full name and address.

UPDATE



Good Grief: Peanuts!

Celebrate the 45th anniversary of the lovable *Peanuts* cartoon characters with images and QuickTime movie clips available in Entertainment Drive. The scenes come from *Get Ready for School*, *Charlie Brown!*, a learning CD-ROM for children ages four through eight featuring original animation, character voices, and more than 1,000 comic strips. GO SNOOPY



Images Made Easy

Windows users can take advantage of the new CompuPic Viewer (above), a multitasking graphics tool that supports more than 20 graphics formats, including GIF, JPEG, and the new PNG graphics standard. Use the program to view, convert, and organize images, create slide shows and wallpaper, and more. Download CompuPic from the Photodex Forum's Library 3, "Viewers (CPIC, GDS)," as file CPIC.EXE. GO PHOTODEX

Get Windows 95 help in the WinSupport 95 area. Through it, you can place an order for Windows 95 and access technical help, product information, shareware, Windows 95-enhancing files, news clips about the new operating system, and more. GO WIN95

Take a short online Member Preference Questionnaire to let CompuServe know about your computer-platform preferences. The questionnaire asks four questions, including what kind of computer system you use and whether you have a CD-ROM drive. By providing feedback, you help CompuServe better serve you in the future. GO MEMINFO

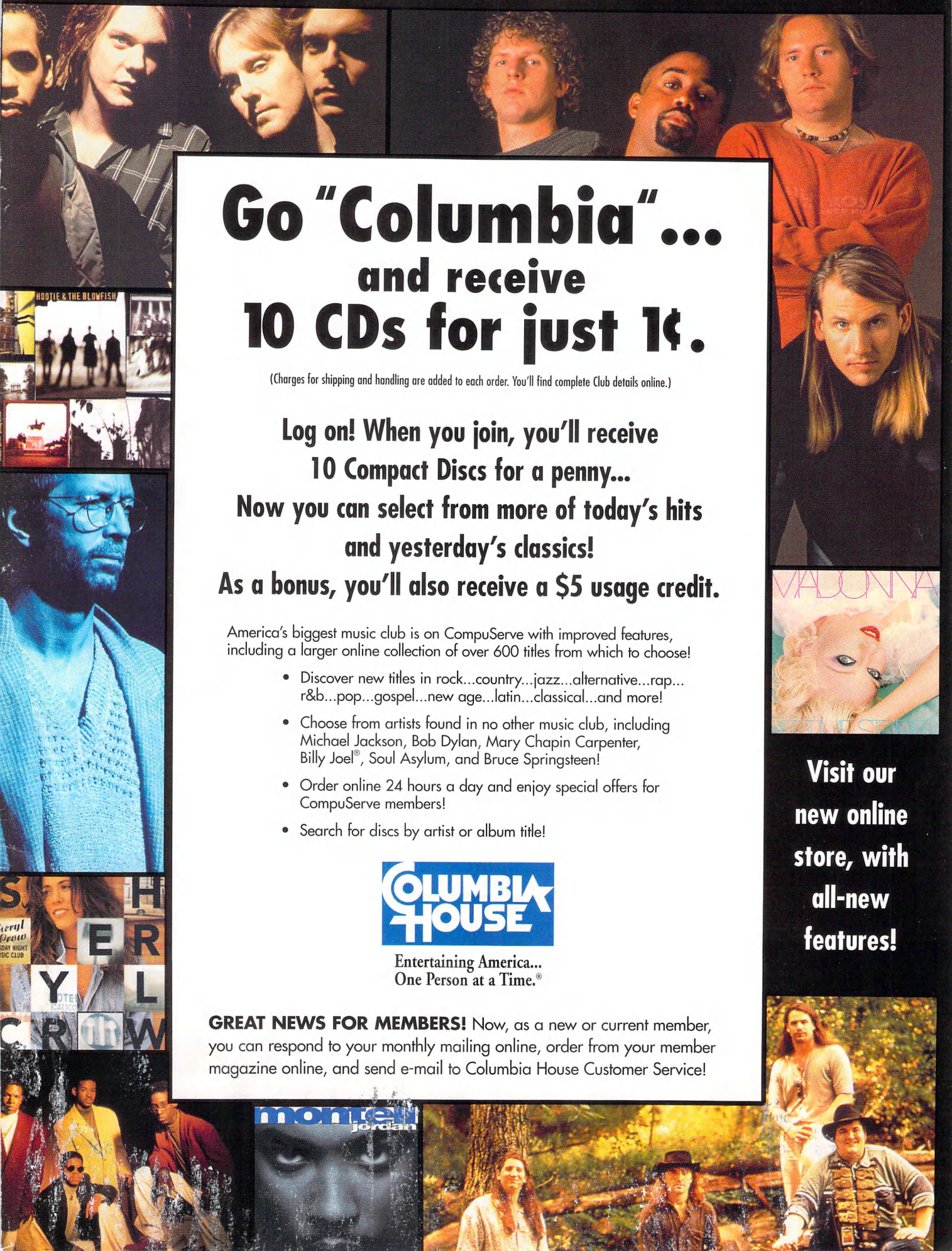
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If trading is your livelihood, do business across the world in the ProTrade Forum, a spinoff of the International Trade Forum. ProTrade is designed to facilitate trading with dedicated sections for textiles, clothing, timber, computers, and many others. The forum costs \$7.50 per month in addition to regular connect-time charges. For details, GO PROTRADE.

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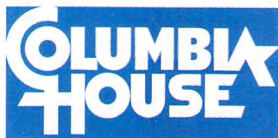
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